

Transcript: Pamela

Blanc-6495063106043904-6494795274567680

Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hello. Yes. Um, I got a text message saying that I will be automatically enrolled in a med something. Uh, I don't want that. Okay. Um, in order to help you, I'm gonna need the last four digits of your Social to pull up that account and the name of the staffing agency you're going to be working for, or you're working for. Mega Force. Okay. Mega Force. Yeah. And the last four digits- 1-469. 9469. And your first and last name, sir? 14... 1469. Okay. And the first and last name? Yair Razon. Y-A-I-R R-A-Z-O-W-N. Thank you. Um, Mr. Razon, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 507 Greenwood, 9/16/1968. Thank you for the information. We have a telephone number on file. 336-496-7792. I'm gonna go ahead- Yes. ... and decline the auto enrollment. Is there anything else I could do for you, sir? Nothing else. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. Yes. Um, I got a text message saying that I will be automatically enrolled in a med something. Uh, I don't want that.

Speaker speaker_0: Okay. Um, in order to help you, I'm gonna need the last four digits of your Social to pull up that account and the name of the staffing agency you're going to be working for, or you're working for.

Speaker speaker_1: Mega Force.

Speaker speaker_0: Okay. Mega Force.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the last four digits-

Speaker speaker_1: 1-469.

Speaker speaker_0: 9469. And your first and last name, sir?

Speaker speaker_1: 14... 1469.

Speaker speaker_0: Okay. And the first and last name?

Speaker speaker_1: Yair Razon. Y-A-I-R R-A-Z-O-W-N.

Speaker speaker_0: Thank you. Um, Mr. Razon, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 507 Greenwood, 9/16/1968.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. 336-496-7792. I'm gonna go ahead-

Speaker speaker_1: Yes.

Speaker speaker_0: ... and decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: Nothing else.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.