

## **Transcript: Pamela**

**Blanc-6517313244938240-4756994524889088**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Uh, yes, I am still in my... Hello? Sir? Hello? Can you hear me? You're cutting off. Hello. Can you hear me now? Yes, I can hear you now. Okay. I am calling in regards to, I'm doing my initial onboarding for the Surge 10th Agency. Mm-hmm. And it popped up for Benefits and a Card. I want to opt out of coverage. I don't want the coverage. Okay. So let me, let me have the last four digits of your Social, so I could see if we have your file. Okay. If not, then we could go ahead and create one if you're willing to provide your personal information. Okay. All right? May I have the last four? Yeah, it's 3007. First and last name, sir? Uh, Ryan Morrow. So we don't have your file. What we're gonna do, we're gonna have... Let's search. And... okay. So now, at this time, I'm gonna need the whole Social Security number. Okay. It's... Are you ready? Yes, sir. It's 288783007. I'm gonna read it back to you to make sure I have it correct. It's 288783007. You got it. All right. Can you spell your last name to make sure I have it correct? M-O-R-R-O-W. Right. Thank you. Uh, Mr. Morrow- Are you- ... are we gonna need a mailing address? Hello? Yeah, you need a mailing address? Yes, sir. It's 1087 West 2nd Street. That's in Xenia, X-E-N-I-A, Ohio and the zip is 45385. And your date of birth, sir? 1/5/1982. Okay. Mr. Morrow, the telephone number you're calling, um, from, is that a good number to reach you? Yes. Thank you. You're welcome. I'm gonna go ahead and define the auto enrollment. You probably is gonna be receiving a text stating, um, that auto enrollment. You could, um, just ignore it or reply, um, STOP. Okay. Just letting you know so you don't think that you're gonna be auto enrolled. All right? O- okay. Okay. Um, is there anything else I could do for you, sir? Um, no, I believe that's it. All right. Thank you for giving us a call. Have a great rest of the day. Yes. Thank you. You do the same.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, yes, I am still in my...

Speaker speaker\_0: Hello? Sir?

Speaker speaker\_1: Hello? Can you hear me?

Speaker speaker\_0: You're cutting off.

Speaker speaker\_1: Hello. Can you hear me now?

Speaker speaker\_0: Yes, I can hear you now.

Speaker speaker\_1: Okay. I am calling in regards to, I'm doing my initial onboarding for the Surge 10th Agency.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And it popped up for Benefits and a Card. I want to opt out of coverage. I don't want the coverage.

Speaker speaker\_0: Okay. So let me, let me have the last four digits of your Social, so I could see if we have your file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If not, then we could go ahead and create one if you're willing to provide your personal information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? May I have the last four?

Speaker speaker\_1: Yeah, it's 3007.

Speaker speaker\_0: First and last name, sir?

Speaker speaker\_1: Uh, Ryan Morrow.

Speaker speaker\_0: So we don't have your file. What we're gonna do, we're gonna have... Let's search. And... okay. So now, at this time, I'm gonna need the whole Social Security number.

Speaker speaker\_1: Okay. It's... Are you ready?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: It's 288783007.

Speaker speaker\_0: I'm gonna read it back to you to make sure I have it correct. It's 288783007.

Speaker speaker\_1: You got it.

Speaker speaker\_0: All right. Can you spell your last name to make sure I have it correct?

Speaker speaker\_1: M-O-R-R-O-W.

Speaker speaker\_0: Right. Thank you. Uh, Mr. Morrow-

Speaker speaker\_1: Are you-

Speaker speaker\_0: ... are we gonna need a mailing address? Hello?

Speaker speaker\_1: Yeah, you need a mailing address?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: It's 1087 West 2nd Street. That's in Xenia, X-E-N-I-A, Ohio and the zip is 45385.

Speaker speaker\_0: And your date of birth, sir?

Speaker speaker\_1: 1/5/1982.

Speaker speaker\_0: Okay. Mr. Morrow, the telephone number you're calling, um, from, is that a good number to reach you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: I'm gonna go ahead and define the auto enrollment. You probably is gonna be receiving a text stating, um, that auto enrollment. You could, um, just ignore it or reply, um, STOP.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Just letting you know so you don't think that you're gonna be auto enrolled. All right?

Speaker speaker\_1: O- okay.

Speaker speaker\_0: Okay. Um, is there anything else I could do for you, sir?

Speaker speaker\_1: Um, no, I believe that's it.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Yes. Thank you. You do the same.