

## **Transcript: Pamela**

**Blanc-6661104342450176-5985673524068352**

### **Full Transcript**

Hello? Hi, my- my name is Pamela. How may I help you? Hi. I'm calling because I work for Surge and they si- I got signed up for, like, the tele- like, this medical card. I don't need the services. I don't want to get charged for it. Okay, and... May I have the last four digit of the social? The what of it? The last four digits of your social. Uh, can you look it up by name? No, s- unfortunately not. Oh, I'm not... I, I got a random text from a... And this is a random number to me. No, I, I'm not... I'm sorry. Unfortunately, I can't give you my s- uh, not even- Mm-hmm. ... the last four of my social. No problem. So just let, um, call Surge and you could verify the information and he will call back or have them try to decline the auto enrollment with him. Okay. All right? Okay. Yeah. Thank you. All right. Thank you. Mm-hmm. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hi, my- my name is Pamela. How may I help you?

Speaker speaker\_0: Hi. I'm calling because I work for Surge and they si- I got signed up for, like, the tele- like, this medical card. I don't need the services. I don't want to get charged for it.

Speaker speaker\_1: Okay, and... May I have the last four digit of the social?

Speaker speaker\_0: The what of it?

Speaker speaker\_1: The last four digits of your social.

Speaker speaker\_0: Uh, can you look it up by name?

Speaker speaker\_1: No, s- unfortunately not.

Speaker speaker\_0: Oh, I'm not... I, I got a random text from a... And this is a random number to me. No, I, I'm not... I'm sorry. Unfortunately, I can't give you my s- uh, not even-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... the last four of my social.

Speaker speaker\_1: No problem. So just let, um, call Surge and you could verify the information and he will call back or have them try to decline the auto enrollment with him.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right?

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right. Thank you. Mm-hmm. Bye.