

## **Transcript: Pamela**

**Blanc-6693744666951680-6148214429794304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Center. This is Pamela speaking, how may I help you? How are you doing? This is Dwayne Andrews and I was trying to decline any benefits. Who do you work for, sir? Serge. Okay. May I have the last four digits of your Social? 66403 3207. And you said your first and last name is? Dwayne Andrews. I don't know if I had any benefits, but if I did, I was trying to decline them. No problem. Mr Andrews, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? My date of birth is May 24th, 2001 and my address is 1309 East Walnut Street. And where is your address located? I need to verify that everything is here is correct. Lancaster, Ohio. Is 43130 your ZIP code? Ma'am, say that again. Is your ZIP code 43130? Yes. All right. Thank you. Okay, I will go ahead and decline the auto enrollment. Is there anything else I could do for you, sir? No, ma'am. I appreciate your time. Thank you for giving us a call today. Have a great rest of the day. All right, you too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Medical Center. This is Pamela speaking, how may I help you?

Speaker speaker\_2: How are you doing? This is Dwayne Andrews and I was trying to decline any benefits.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: Serge.

Speaker speaker\_1: Okay. May I have the last four digits of your Social?

Speaker speaker\_2: 66403 3207.

Speaker speaker\_1: And you said your first and last name is?

Speaker speaker\_2: Dwayne Andrews. I don't know if I had any benefits, but if I did, I was trying to decline them.

Speaker speaker\_1: No problem. Mr Andrews, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: My date of birth is May 24th, 2001 and my address is 1309 East Walnut Street.

Speaker speaker\_1: And where is your address located? I need to verify that everything is here is correct.

Speaker speaker\_2: Lancaster, Ohio.

Speaker speaker\_1: Is 43130 your ZIP code?

Speaker speaker\_2: Ma'am, say that again.

Speaker speaker\_1: Is your ZIP code 43130?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Thank you. Okay, I will go ahead and decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker\_2: No, ma'am. I appreciate your time.

Speaker speaker\_1: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: All right, you too.