

Transcript: Estefania

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Full Transcript

Thank you for calling the ... card. My name is Stephanie. How can I assist you? Um, I was calling to, um, tell you guys that I didn't want the, um, the benefits, um, so- Okay, which faction agency do you work for? Um, Search. And what are the last four of your social? Um, two, three, one, four. Your first and last name please? Jordan Trevino. Did you just start working with them? Um, yeah, like, um, three weeks ago. I'm on my third week right now. Okay. What was that last name? Uh, Trevino. T-R-E-V-I-N-O. You said first name was Jordan? Yeah. 20-3-14? Yep. Okay. So since you just started not too long ago, uh, let me make... Let me see. Oh, actually you are in the system. Okay. I just need your address and date of birth for security purposes. Um, okay. Um, it's, it's 701 East High Street, right? 7- 701 East High Street. Um- And then the city and the state. Um, Ohio, Mount Vernon. Okay. And then that date of birth? Uh, 12/16/05. Thank you. And then I have 231-531-0434 as your phone number. Um, my phone number? Um, did... Where's your phone at? I don't know what the number is. Is it the... Uh, it looks like it's the same number that you're calling from. Oh, it's the same number I'm calling from? Okay. Mm-hmm. Yeah, 'cause I'm a 331 number, yeah. Um, and then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. What's a, what's auto en- enrollment? Like what I'm doing right now? Mm-hmm. Uh, yeah. Okay. All right. I went ahead and declined your coverage. Okay. Thank you. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling the ... card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, I was calling to, um, tell you guys that I didn't want the, um, the benefits, um, so-

Speaker speaker_0: Okay, which faction agency do you work for?

Speaker speaker_1: Um, Search.

Speaker speaker_0: And what are the last four of your social?

Speaker speaker_1: Um, two, three, one, four.

Speaker speaker_0: Your first and last name please?

Speaker speaker_1: Jordan Trevino.

Speaker speaker_0: Did you just start working with them?

Speaker speaker_1: Um, yeah, like, um, three weeks ago. I'm on my third week right now.

Speaker speaker_0: Okay. What was that last name?

Speaker speaker_1: Uh, Trevino. T-R-E-V-I-N-O.

Speaker speaker_0: You said first name was Jordan?

Speaker speaker_1: Yeah.

Speaker speaker_0: 20-3-14?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So since you just started not too long ago, uh, let me make... Let me see. Oh, actually you are in the system. Okay. I just need your address and date of birth for security purposes.

Speaker speaker_1: Um, okay. Um, it's, it's 701 East High Street, right? 7- 701 East High Street. Um-

Speaker speaker_0: And then the city and the state.

Speaker speaker_1: Um, Ohio, Mount Vernon.

Speaker speaker_0: Okay. And then that date of birth?

Speaker speaker_1: Uh, 12/16/05.

Speaker speaker_0: Thank you. And then I have 231-531-0434 as your phone number.

Speaker speaker_1: Um, my phone number? Um, did... Where's your phone at? I don't know what the number is.

Speaker speaker_0: Is it the... Uh, it looks like it's the same number that you're calling from.

Speaker speaker_1: Oh, it's the same number I'm calling from? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, 'cause I'm a 331 number, yeah.

Speaker speaker_0: Um, and then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment.

Speaker speaker_1: What's a, what's auto en- enrollment? Like what I'm doing right now?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay. All right. I went ahead and declined your coverage.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.