

Transcript: Estefania

Acevedo-4821348995350528-6052216023859200

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yeah, my name is Samuel Bailey and I'm a temp at Stage Staffing and I want to opt out of the- Mm-hmm. ... enrollment. The auto-enrollment? Yeah, I want to opt out. Okay, yeah, I can help you. Um, what is the last four of your Social? 7908. And then s- oh. Right. Uh, what'd you say? You cut out. Samuel Bailey? Yep. Okay. For security purposes, can you please verify your address and date of birth? No, that should be 821 South Sugar Street, Lima, Ohio 45804 04/25/2001. Okay. Thank you, sir. And then is your phone number still the 433-5876? No. And then I, I also have 7293. 7293? Yeah, I have 245-7293 and I have 433-5876. Okay. I'm trying to remember the 433. Okay. So that would have been when I had, uh, my other, my other, uh, my other phone. Phone. Okay. Did you want me to update it to the number that you're calling from? Uh, yes, please. And then do you want me to keep the other number still on file? It's the one that ends in 7293, or get rid of that one? No. Yeah, I don't have that. Okay. And then I have king.bailey420@icon.com. Is that correct? Uh, no. I can definitely tell that this is definitely my old phone. So yeah, uh, change that, uh, if you can, to baileyking- Mm-hmm. ... 554@gmail.com. Okay. Thank you. Uh, baileyking554@gmail.com. Is that correct? Yes, ma'am. Okay. All right. I went ahead and declined enrollment so you won't be enrolled into any of the benefits. All right. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yeah, my name is Samuel Bailey and I'm a temp at Stage Staffing and I want to opt out of the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... enrollment.

Speaker speaker_1: The auto-enrollment?

Speaker speaker_2: Yeah, I want to opt out.

Speaker speaker_1: Okay, yeah, I can help you. Um, what is the last four of your Social?

Speaker speaker_2: 7908.

Speaker speaker_1: And then s- oh. Right.

Speaker speaker_2: Uh, what'd you say? You cut out.

Speaker speaker_1: Samuel Bailey?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. For security purposes, can you please verify your address and date of birth?

Speaker speaker_2: No, that should be 821 South Sugar Street, Lima, Ohio 45804
04/25/2001.

Speaker speaker_1: Okay. Thank you, sir. And then is your phone number still the 433-5876?

Speaker speaker_2: No.

Speaker speaker_1: And then I, I also have 7293.

Speaker speaker_2: 7293?

Speaker speaker_1: Yeah, I have 245-7293 and I have 433-5876.

Speaker speaker_2: Okay. I'm trying to remember the 433. Okay. So that would have been when I had, uh, my other, my other, uh, my other phone.

Speaker speaker_1: Phone. Okay. Did you want me to update it to the number that you're calling from?

Speaker speaker_2: Uh, yes, please.

Speaker speaker_1: And then do you want me to keep the other number still on file? It's the one that ends in 7293, or get rid of that one?

Speaker speaker_2: No. Yeah, I don't have that.

Speaker speaker_1: Okay. And then I have king.bailey420@icon.com. Is that correct?

Speaker speaker_2: Uh, no. I can definitely tell that this is definitely my old phone. So yeah, uh, change that, uh, if you can, to baileyking-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 554@gmail.com.

Speaker speaker_1: Okay. Thank you. Uh, baileyking554@gmail.com. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All right. I went ahead and declined enrollment so you won't be enrolled into any of the benefits.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.