

Transcript: Estefania

Acevedo-4858033502732288-6124069401182208

Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. So, I just got a text message saying that I needed to call if, um, I do not want to partake or something. Okay, yeah. And that's- Um, did you want to opt out from the healthcare benefits or did you want to enroll? I want to opt out. Okay. Um, what benefit agency are you currently with? Surge. And then I need the last four of your Social. 7170. For security purposes, can you please verify your address and date of birth for me? My date of birth is 3/6/91 and my address is 418 West Dixon Street, Forest, Ohio 45843. And then I have 567-295-1980 as your phone number. Yes, ma'am. And then I have L-I-P-P-E-R-T, the number seven @gmail.com. Is that up to date? It would be 712. 712, okay. Yeah. All right, I fixed that and you have been declined, so I- All right. ... okay. Thank you very much. Yeah. You're welcome. Have a nice day. You too. Mm, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. So, I just got a text message saying that I needed to call if, um, I do not want to partake or something.

Speaker speaker_0: Okay, yeah.

Speaker speaker_1: And that's-

Speaker speaker_0: Um, did you want to opt out from the healthcare benefits or did you want to enroll?

Speaker speaker_1: I want to opt out.

Speaker speaker_0: Okay. Um, what benefit agency are you currently with?

Speaker speaker_1: Surge.

Speaker speaker_0: And then I need the last four of your Social.

Speaker speaker_1: 7170.

Speaker speaker_0: For security purposes, can you please verify your address and date of birth for me?

Speaker speaker_1: My date of birth is 3/6/91 and my address is 418 West Dixon Street, Forest, Ohio 45843.

Speaker speaker_0: And then I have 567-295-1980 as your phone number.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have L-I-P-P-E-R-T, the number seven @gmail.com. Is that up to date?

Speaker speaker_1: It would be 712.

Speaker speaker_0: 712, okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, I fixed that and you have been declined, so I-

Speaker speaker_1: All right.

Speaker speaker_0: ... okay.

Speaker speaker_1: Thank you very much.

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

Speaker speaker_1: You too. Mm, bye.