

Transcript: Estefania

Acevedo-4870051312746496-6600759857168384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, Stephanie. How are you? Good. Thank you. How about you? I'm good, thanks, hon. Um, I just got a, an email, um... I'm working with Megaforce and I do not want these benefits, but they said that if I do not decline them then I'll automatically be enrolled, and I do not want that to happen. Okay. Is there a way you can help me with that? Yeah, you can opt out of the auto-enrollment. Okay. What is the last four of your Social? Uh, it's 2449. And then what is your address and your date of birth, for security purposes? The address is 2216 West 6th Avenue in Gastonia, North Carolina 28645- I mean, 28052. Okay. And what- what else did you need? Um, your birthday. 5/4/64. Thank you. Is your phone number still the 860-984-4620? Yes. Okay, thank you. Right. All right, and then due to the fact that the call's recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes, I do not want the benefits. Okay. I went ahead and proceeded with your declination. You've been opted out. Did you have any more questions for me? Uh, no. Thank you so much. You're welcome. Have a nice day. Thank you. Bye-bye, now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker_2: Hi, Stephanie. How are you?

Speaker speaker_1: Good. Thank you. How about you?

Speaker speaker_2: I'm good, thanks, hon. Um, I just got a, an email, um... I'm working with Megaforce and I do not want these benefits, but they said that if I do not decline them then I'll automatically be enrolled, and I do not want that to happen.

Speaker speaker_1: Okay.

Speaker speaker_2: Is there a way you can help me with that?

Speaker speaker_1: Yeah, you can opt out of the auto-enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: Uh, it's 2449.

Speaker speaker_1: And then what is your address and your date of birth, for security purposes?

Speaker speaker_2: The address is 2216 West 6th Avenue in Gastonia, North Carolina 28645- I mean, 28052.

Speaker speaker_1: Okay.

Speaker speaker_2: And what- what else did you need?

Speaker speaker_1: Um, your birthday.

Speaker speaker_2: 5/4/64.

Speaker speaker_1: Thank you. Is your phone number still the 860-984-4620?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Right.

Speaker speaker_1: All right, and then due to the fact that the call's recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_2: Yes, I do not want the benefits.

Speaker speaker_1: Okay. I went ahead and proceeded with your declination. You've been opted out. Did you have any more questions for me?

Speaker speaker_2: Uh, no. Thank you so much.

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

Speaker speaker_2: Thank you. Bye-bye, now.