

## **Transcript: Estefania**

**Acevedo-5136533992816640-4729295327248384**

### **Full Transcript**

Thank you for calling Benefits and Inquiries. My name is Stephanie. How can I assist you? Yeah, I'm just calling to opt out of the insurance. Okay. Um, what's the agency? Uh, through Surge in Zanesville. Hello? Hello, can you hear me? Can you hear me? Yeah, I can hear you now. Can you hear me? I'm sorry. I... No, I was having trouble hearing you. Um, can you hear me already? Like- Yeah, I can hear you now. Okay. I'm so sorry. I don't know what happened. Um, what's that agency you work for? Sper- uh, Surge. Okay, thank you. And then what are the last four of your Social? 2049. And your first and last name, please. Joseph Lunsford. That's L-U-N-S-F-O-R-D. I'm sorry, did you say Joseph Lunsford? Joseph Lunsford. Yes, ma'am. And then for security purposes, could you verify your address and date of birth? Yeah. 1217 Hazel Avenue and December 5th of 1980. Okay. And then what was that city and state? Zanesville, Ohio. Okay, thank you. And then I have 513-816-9079 as your phone number. Uh, that is actually an old number. Hang on one second. I put it in the computer yesterday, but I guess it doesn't take. Give me just one second. So since it's a different system, like whenever you make changes on their end, it doesn't update on ours. Okay, that's cool. Uh, one second. I just got this phone, so the number's changed and I gotta go through and look. It's okay. Is it the number that you're calling from? Yes, it is. Okay, I got it. It's, um, 740-647-7655. Yeah, that's it. And then I have bigjules, and then your last name, 1980 at gmail.com? Yeah. Okay. And then I went ahead and declined the auto-enrollment, so you won't be auto-enrolled into any of the plans. Did you have any questions? No, that's good. All right. Well, I hope you have a great day. Thank you for your time. You too. Thank you. All right, bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Inquiries. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, I'm just calling to opt out of the insurance.

Speaker speaker\_0: Okay. Um, what's the agency?

Speaker speaker\_1: Uh, through Surge in Zanesville. Hello? Hello, can you hear me?

Speaker speaker\_0: Can you hear me?

Speaker speaker\_1: Yeah, I can hear you now. Can you hear me?

Speaker speaker\_0: I'm sorry. I... No, I was having trouble hearing you. Um, can you hear me already? Like-

Speaker speaker\_1: Yeah, I can hear you now.

Speaker speaker\_0: Okay. I'm so sorry. I don't know what happened. Um, what's that agency you work for?

Speaker speaker\_1: Sper- uh, Surge.

Speaker speaker\_0: Okay, thank you. And then what are the last four of your Social?

Speaker speaker\_1: 2049.

Speaker speaker\_0: And your first and last name, please.

Speaker speaker\_1: Joseph Lunsford. That's L-U-N-S-F-O-R-D.

Speaker speaker\_0: I'm sorry, did you say Joseph Lunsford?

Speaker speaker\_1: Joseph Lunsford. Yes, ma'am.

Speaker speaker\_0: And then for security purposes, could you verify your address and date of birth?

Speaker speaker\_1: Yeah. 1217 Hazel Avenue and December 5th of 1980.

Speaker speaker\_0: Okay. And then what was that city and state?

Speaker speaker\_1: Zanesville, Ohio.

Speaker speaker\_0: Okay, thank you. And then I have 513-816-9079 as your phone number.

Speaker speaker\_1: Uh, that is actually an old number. Hang on one second. I put it in the computer yesterday, but I guess it doesn't take. Give me just one second.

Speaker speaker\_0: So since it's a different system, like whenever you make changes on their end, it doesn't update on ours.

Speaker speaker\_1: Okay, that's cool. Uh, one second. I just got this phone, so the number's changed and I gotta go through and look.

Speaker speaker\_0: It's okay. Is it the number that you're calling from?

Speaker speaker\_1: Yes, it is.

Speaker speaker\_0: Okay, I got it. It's, um, 740-647-7655.

Speaker speaker\_1: Yeah, that's it.

Speaker speaker\_0: And then I have bigjules, and then your last name, 1980 at gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And then I went ahead and declined the auto-enrollment, so you won't be auto-enrolled into any of the plans. Did you have any questions?

Speaker speaker\_1: No, that's good.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: You too. Thank you. All right, bye.