

## **Transcript: Estefania**

**Acevedo-5155501866270720-5470588669837312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie, how are you doing today? Good. How about you? Good. My name is Nduka Edike, and, um, I got the text from Wagner that, uh, I was gonna be automatically enrolled for the benefits after my first paycheck in... for this year, so but I'm, I'm trying to opt out. I don't wanna do it. Okay. Yeah. Okay. I can help you with that. Um, what is the last four of your Social? 9852. Okay. Thank you. And you said you work with Wagner, right? Yes. Wagner. Yes. Wagner Staffing. Give me one second. And what was your last name? E-D-I-K-E, Duka, Edike. Okay. Thank you. For security purposes, could you please verify your full address as well as your full date of birth for me? The address is 2950 Richmond Row Drive, Unit 1312, Suwanee, Georgia 30024. And what was that birthday? It's, uh, 04/29/72. Thank you. Is your phone number still the 229-340-8148? Correct. And then I have, um, kemabossi2@gmail.com? Yes. Is that correct? Yes. You're right. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to be opt out from the benefit of the- Yes. ... auto enrollment? Okay. Yeah. I went ahead and proceeded with your declination. Um, did you have any questions? No. That's it. I just wanna, I just wanna opt out. Okay. I already did that, so you've been declined. Yes. All right. Well, I hope you have a great day. Thank you. You're welcome. Have a nice day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Stephanie, how are you doing today?

Speaker speaker\_0: Good. How about you?

Speaker speaker\_1: Good. My name is Nduka Edike, and, um, I got the text from Wagner that, uh, I was gonna be automatically enrolled for the benefits after my first paycheck in... for this year, so but I'm, I'm trying to opt out. I don't wanna do it.

Speaker speaker\_0: Okay. Yeah. Okay. I can help you with that. Um, what is the last four of your Social?

Speaker speaker\_1: 9852.

Speaker speaker\_0: Okay. Thank you. And you said you work with Wagner, right?

Speaker speaker\_1: Yes. Wagner. Yes. Wagner Staffing.

Speaker speaker\_0: Give me one second. And what was your last name?

Speaker speaker\_1: E-D-I-K-E, Duka, Edike.

Speaker speaker\_0: Okay. Thank you. For security purposes, could you please verify your full address as well as your full date of birth for me?

Speaker speaker\_1: The address is 2950 Richmond Row Drive, Unit 1312, Suwanee, Georgia 30024.

Speaker speaker\_0: And what was that birthday?

Speaker speaker\_1: It's, uh, 04/29/72.

Speaker speaker\_0: Thank you. Is your phone number still the 229-340-8148?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have, um, kemabossi2@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Is that correct?

Speaker speaker\_1: Yes. You're right.

Speaker speaker\_0: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to be opt out from the benefit of the-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... auto enrollment? Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I went ahead and proceeded with your declination. Um, did you have any questions?

Speaker speaker\_1: No. That's it. I just wanna, I just wanna opt out.

Speaker speaker\_0: Okay. I already did that, so you've been declined.

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.