

## **Transcript: Estefania**

**Acevedo-5273462656253952-6200187045068800**

### **Full Transcript**

Thank you for calling Medical Personal Card. My name is Stephanie. How can I assist you?  
Hi, my name's Caleb Conley. I was, uh, just calling to, like, un-enroll out of the, uh, Medinsurance or whatever. Okay. Um, which staffing agency are you with? Uh, Surge. And then what is the last four of your Social? Six-zero-six-four. Okay. And your first and last name, please. Thanks. Caleb Conley. For security purposes, can you verify your address and date of birth? 543 West High Street, Edison, Ohio, 31803. Okay, thank you. And then do you still have 614-625-7133 as your phone number? Yes, ma'am. Okay. And then I have your first name, period, last name, the number three, @icloud.com. Is that up to date? Uh, no. I actually need to change the email. Okay. What is the new email? Uh, C-C-O-N-L-E-Y 11-234@icloud.com. All right. Thank you. And due to the fact that the call has been recorded, you stated that you wanted to opt out from the auto enrollment? Yes, ma'am. Okay. I went ahead and proceeded with your declination. You've been opted out. All right. Thank you so much. Thank you. I appreciate it. Mm-hmm. Have a nice day. See ya.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medical Personal Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, my name's Caleb Conley. I was, uh, just calling to, like, un-enroll out of the, uh, Medinsurance or whatever.

Speaker speaker\_0: Okay. Um, which staffing agency are you with?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: And then what is the last four of your Social?

Speaker speaker\_1: Six-zero-six-four.

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

Speaker speaker\_1: Caleb Conley.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 543 West High Street, Edison, Ohio, 31803.

Speaker speaker\_0: Okay, thank you. And then do you still have 614-625-7133 as your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then I have your first name, period, last name, the number three, @icloud.com. Is that up to date?

Speaker speaker\_1: Uh, no. I actually need to change the email.

Speaker speaker\_0: Okay. What is the new email?

Speaker speaker\_1: Uh, C-C-O-N-L-E-Y 11-234@icloud.com.

Speaker speaker\_0: All right. Thank you. And due to the fact that the call has been recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I went ahead and proceeded with your declination. You've been opted out.

Speaker speaker\_1: All right. Thank you so much.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: Mm-hmm. Have a nice day.

Speaker speaker\_1: See ya.