

## **Transcript: Estefania**

**Acevedo-5536029797171200-6536788718305280**

### **Full Transcript**

Thank you for calling card. My name is Stephanie. How can I assist you? Yes. I, um, I want to opt out of the plan that was introduced to me by my employers, and they told me I would have to call this number. Okay, yeah. What staffing agency is it? TempStaff. And then what is the last four of your Social? 8334. Brown? Uh-huh. Felicia Brown. For security purposes, can you verify your address and date of birth for me? Mm-hmm. PO Box 5012, Brandon, Mississippi 39047. Birthday 4-13-75. Thank you. All right. Um, and then I have A-D-R-A-N-N-U-N-A@gmail.com. I don't have a phone number. What's a good, um, phone number to phone find? That's not my email address. Oh, it's not? Okay, let me get rid of that too. What's a good email? F-E-L-I-C-I-A-M-A-C-K38@gmail.com. Okay. Thank you. And then how about your phone number? 601-503-7016. Okay. Thank you. And then you said you wanted to decline the auto enrollment? Yeah. Okay. All right. I went ahead and declined that coverage. You've been opted out. Okay. Will I receive, like, a email to say that, state that or not? How can I- No, but I can, I can, um, send you, I can send you a email as well as I can give you your cancellation ID. Okay. I'm ready for the ID. That's 382- Okay. ... 4788. So 382-4788. Okay. And then I can send you that, um, I can send you that too. No longer, let me see if I can send that. Let me see if there's something that we can send you that says that you opted out. Give me one second. Okay. Okay. So you should be receiving that email too. I'm gonna be emailing that to you- Okay. ... shortly. Mm-hmm. Oh, okay. Thank you so much for your help. You're welcome. Have a nice day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Yes. I, um, I want to opt out of the plan that was introduced to me by my employers, and they told me I would have to call this number.

Speaker speaker\_0: Okay, yeah. What staffing agency is it?

Speaker speaker\_1: TempStaff.

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

Speaker speaker\_1: 8334.

Speaker speaker\_0: Brown?

Speaker speaker\_1: Uh-huh. Felicia Brown.

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

Speaker speaker\_1: Mm-hmm. PO Box 5012, Brandon, Mississippi 39047. Birthday 4-13-75.

Speaker speaker\_0: Thank you. All right. Um, and then I have A-D-R-A-N-N-U-N-A@gmail.com. I don't have a phone number. What's a good, um, phone number to phone find?

Speaker speaker\_1: That's not my email address.

Speaker speaker\_0: Oh, it's not? Okay, let me get rid of that too. What's a good email?

Speaker speaker\_1: F-E-L-I-C-I-A-M-A-C-K38@gmail.com.

Speaker speaker\_0: Okay. Thank you. And then how about your phone number?

Speaker speaker\_1: 601-503-7016.

Speaker speaker\_0: Okay. Thank you. And then you said you wanted to decline the auto enrollment?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All right. I went ahead and declined that coverage. You've been opted out.

Speaker speaker\_1: Okay. Will I receive, like, a email to say that, state that or not? How can I-

Speaker speaker\_0: No, but I can, I can, um, send you, I can send you a email as well as I can give you your cancellation ID.

Speaker speaker\_1: Okay. I'm ready for the ID.

Speaker speaker\_0: That's 382-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 4788. So 382-4788.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then I can send you that, um, I can send you that too. No longer, let me see if I can send that. Let me see if there's something that we can send you that says that you opted out. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. So you should be receiving that email too. I'm gonna be emailing that to you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... shortly. Mm-hmm.

Speaker speaker\_1: Oh, okay. Thank you so much for your help.

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

Speaker speaker\_1: You too.