

Transcript: Estefania

Acevedo-5653533048356864-6664294075908096

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah. I need to opt out of the insurance for my husband. Okay. Um, so if it's your husband, I do need verbal permission from him to get in his file. Okay. Since we do ask security questions. Okay. One second, he's sleeping. I just need him to say that yes, and then- Okay. Clint, tell them I just speak for you. Hey, can I get permission to get in your file, um, and your w- like, give me the information? Yes, y- you can. Okay, thank you. Okay. O- okay. And then, I just need the name of the staffing agency that he works with. Third in Jamesville, Ohio. And then what... Okay. And then, I just need the last four of his Social. 9424. And his full name? Clint Craig. For security purposes, can you verify the address that I have on file, as well as his date of birth? Three... Yeah, 315 South Street, Apartment 109, Jamesville, Ohio, 45701. And his birthday is 12/09/77. I have a different address. Um, did you live somewhere else before? Oh, do you have it? Yeah. 568 Curlin Avenue, Logan, Ohio, 43138. Thank you. Okay. And then, I have 709-8352 as the phone number. Yes. Yes, ma'am. And then, I have went ahead and declined the coverage. Okay. So, he won't be enrolled into anything. Okay, awesome. All right. Thank you. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah. I need to opt out of the insurance for my husband.

Speaker speaker_0: Okay. Um, so if it's your husband, I do need verbal permission from him to get in his file.

Speaker speaker_1: Okay.

Speaker speaker_0: Since we do ask security questions.

Speaker speaker_1: Okay. One second, he's sleeping.

Speaker speaker_0: I just need him to say that yes, and then-

Speaker speaker_1: Okay. Clint, tell them I just speak for you.

Speaker speaker_0: Hey, can I get permission to get in your file, um, and your w- like, give me the information?

Speaker speaker_2: Yes, y- you can.

Speaker speaker_0: Okay, thank you.

Speaker speaker_2: Okay.

Speaker speaker_0: O- okay. And then, I just need the name of the staffing agency that he works with.

Speaker speaker_1: Third in Jamesville, Ohio.

Speaker speaker_0: And then what... Okay. And then, I just need the last four of his Social.

Speaker speaker_1: 9424.

Speaker speaker_0: And his full name?

Speaker speaker_1: Clint Craigo.

Speaker speaker_0: For security purposes, can you verify the address that I have on file, as well as his date of birth?

Speaker speaker_1: Three... Yeah, 315 South Street, Apartment 109, Jamesville, Ohio, 45701. And his birthday is 12/09/77.

Speaker speaker_0: I have a different address. Um, did you live somewhere else before?

Speaker speaker_1: Oh, do you have it? Yeah. 568 Curlin Avenue, Logan, Ohio, 43138.

Speaker speaker_0: Thank you. Okay. And then, I have 709-8352 as the phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am. And then, I have went ahead and declined the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: So, he won't be enrolled into anything.

Speaker speaker_1: Okay, awesome. All right. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye.