

Transcript: Estefania

Acevedo-5787769884852224-5477514063855616

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? Yes, ma'am. I had just got, um, a text from this company. Um, I don't know. I had pre- made a "stop" text back. I didn't want the benefits, and I didn't- Hi. ... want them to come out on check. I believe it happened one time before when I worked for this company. Okay. I just wanted to let her know. So I would have to get in your file, just in case they auto-enroll you, um, to decline you if you don't want it. 'Cause it doesn't decline you if you text "stop" to the messages. Oh. Uh, that just really stops the texts. But what agency do you work for, and what are the last four of your Social? Um, Surge Staffing. Mm-hmm. And the last four is 6432. Okay. And then, your first and last name, please. Um, Dewayne Braswell. Give me one second. Okay. And for security purposes, Dewayne, could you please verify your address, as well as your date of birth? I live at, um, 406 Reavis Street, LaGrange, Georgia. Date of birth of November 15th, 1987. Did you recently move? Um, because I have a different address. What you have? On 207 Nile Street. 201 Nile Street. Mm-hmm. Okay. Um, do you want me to update it, or delete it out? Yeah, you can update it. Okay, what is the new address? 406 Reavis, R-e-v-i-s. Uh-huh. LaGrange, Geo- LaGrange, Georgia. 30241. 30241? Yes, ma'am. Okay. Thank you, sir. All right. And you said you wanted to decline, um, receiving any coverage from Surge Staffing. Is that correct? Yes, ma'am. Decline. Okay. I went ahead and declined your coverage, so you will not be enrolled into anything. Great. Thank you, ma'am. You're welcome. I hope you have a great day. Cool.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. I had just got, um, a text from this company. Um, I don't know. I had pre- made a "stop" text back. I didn't want the benefits, and I didn't-

Speaker speaker_1: Hi.

Speaker speaker_2: ... want them to come out on check. I believe it happened one time before when I worked for this company.

Speaker speaker_1: Okay.

Speaker speaker_2: I just wanted to let her know.

Speaker speaker_1: So I would have to get in your file, just in case they auto-enroll you, um, to decline you if you don't want it. 'Cause it doesn't decline you if you text "stop" to the messages.

Speaker speaker_2: Oh.

Speaker speaker_1: Uh, that just really stops the texts. But what agency do you work for, and what are the last four of your Social?

Speaker speaker_2: Um, Surge Staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And the last four is 6432.

Speaker speaker_1: Okay. And then, your first and last name, please.

Speaker speaker_2: Um, Dewayne Braswell.

Speaker speaker_1: Give me one second. Okay. And for security purposes, Dewayne, could you please verify your address, as well as your date of birth?

Speaker speaker_2: I live at, um, 406 Reavis Street, LaGrange, Georgia. Date of birth of November 15th, 1987.

Speaker speaker_1: Did you recently move? Um, because I have a different address.

Speaker speaker_2: What you have? On 207 Nile Street. 201 Nile Street.

Speaker speaker_1: Mm-hmm. Okay. Um, do you want me to update it, or delete it out?

Speaker speaker_2: Yeah, you can update it.

Speaker speaker_1: Okay, what is the new address?

Speaker speaker_2: 406 Reavis, R-e-v-i-s.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: LaGrange, Geo- LaGrange, Georgia. 30241.

Speaker speaker_1: 30241?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Thank you, sir. All right. And you said you wanted to decline, um, receiving any coverage from Surge Staffing. Is that correct?

Speaker speaker_2: Yes, ma'am. Decline.

Speaker speaker_1: Okay. I went ahead and declined your coverage, so you will not be enrolled into anything.

Speaker speaker_2: Great. Thank you, ma'am.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: Cool.