

Transcript: Estefania

Acevedo-5941997019807744-6414230230089728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center. How are you today? My name is Brittany. How can I assist you? Yes, I'm here for the job application from Surge and I wanted to, um, decline the benefits because I don't need the benefit. And they told me to make that call, yes. Okay. Yes, ma'am. And then what are the last four of your social? 0360. And then your first and last name, please. Kalisha White. You said last name White? Mm-hmm. So we still haven't received your information from Surge. So if they- I'm still filling out the application. Gotcha. So, um, if you want you can be calling throughout the week to see if we received it, or I can go ahead and create a file for you. But for that I do need your full social, full address and all that information. It's whatever makes you feel comfortable. Uh, it probably isn't needed because I'm still filling it out. I need to wait till I finish filling it out. Um, it's your choice. Either I can go ahead and create a file for you and go ahead and opt you out, or you could be... Wait to see if we have received it. But it's your choice, really. Because I could go ahead and opt you out but I would have to, um, you would have to provide your full social, full address- Hold on. ... date of birth and stuff. Hold on. Let me pull up something real quick. Okay. Hold on. Let me pull up something. Okay. I'm going to give it to you real quick because I'm on the computer. It's 890-360. And then that first and last name again? Kalisha White. Okay. And then, what is- Can you repeat that last time so I can get the right, the right number? Yeah. It's 890-360. Yep, yep. 360. Okay. And then... Yeah. 360. 890-360. 360. Yep, that was it. Uh-huh. And then what's your address? Um, 1903... They got my stuff all wrong on here for me. It's not even the right address up here. They got all this stuff wrong because I didn't even put that in there. And then is this a good phone number? The 678-663-1016. 1016. Yep. And then what's your date of birth? April 22nd, 1994. And then do you have an email address? My first one is with me at home. And then all I would need is your address now. 19030 North Northwest Atlanta, Georgia 30318, 1320 apartment. Okay. You said 1903. What was after the three? I just want to make sure I have it correct. Drew. D-R-E-W. Drive Northwest? Yes. And then that zip code, you said 30318? It is. Okay. At this point the call's being recorded. You stated you wanted to opt out from receiving any other benefits. Is that correct? You said what now? Um, at this point the call's being recorded. You stated that you wanted to opt out from receiving any other benefits. Yes. Yes. I, I already did. Yeah. Okay. Okay. Um, I went ahead and proceeded with your declination. You have been opted out. You said what now? Um, I went ahead and proceeded with your declination. You have been opted out from receiving any benefits. That's fine. Okay. Did you have any more questions for me? Uh-uh, just everything. Okay, thanks. I hope you have a great day. All right. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center. How are you today? My name is Brittany. How can I assist you?

Speaker speaker_2: Yes, I'm here for the job application from Surge and I wanted to, um, decline the benefits because I don't need the benefit. And they told me to make that call, yes.

Speaker speaker_1: Okay. Yes, ma'am. And then what are the last four of your social?

Speaker speaker_2: 0360.

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

Speaker speaker_2: Kalisha White.

Speaker speaker_0: You said last name White?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: So we still haven't received your information from Surge. So if they-

Speaker speaker_2: I'm still filling out the application.

Speaker speaker_0: Gotcha. So, um, if you want you can be calling throughout the week to see if we received it, or I can go ahead and create a file for you. But for that I do need your full social, full address and all that information. It's whatever makes you feel comfortable.

Speaker speaker_2: Uh, it probably isn't needed because I'm still filling it out. I need to wait till I finish filling it out.

Speaker speaker_0: Um, it's your choice. Either I can go ahead and create a file for you and go ahead and opt you out, or you could be... Wait to see if we have received it. But it's your choice, really. Because I could go ahead and opt you out but I would have to, um, you would have to provide your full social, full address-

Speaker speaker_2: Hold on.

Speaker speaker_0: ... date of birth and stuff.

Speaker speaker_2: Hold on. Let me pull up something real quick.

Speaker speaker_0: Okay.

Speaker speaker_2: Hold on. Let me pull up something.

Speaker speaker_0: Okay.

Speaker speaker_2: I'm going to give it to you real quick because I'm on the computer. It's 890-360.

Speaker speaker_0: And then that first and last name again?

Speaker speaker_2: Kalisha White.

Speaker speaker_0: Okay. And then, what is-

Speaker speaker_2: Can you repeat that last time so I can get the right, the right number?

Speaker speaker_0: Yeah. It's 890-360.

Speaker speaker_2: Yep, yep. 360.

Speaker speaker_0: Okay. And then... Yeah. 360. 890-360.

Speaker speaker_2: 360. Yep, that was it. Uh-huh.

Speaker speaker_0: And then what's your address?

Speaker speaker_2: Um, 1903... They got my stuff all wrong on here for me. It's not even the right address up here. They got all this stuff wrong because I didn't even put that in there.

Speaker speaker_0: And then is this a good phone number? The 678-663-1016.

Speaker speaker_2: 1016. Yep.

Speaker speaker_0: And then what's your date of birth?

Speaker speaker_2: April 22nd, 1994.

Speaker speaker_0: And then do you have an email address?

Speaker speaker_2: My first one is with me at home.

Speaker speaker_0: And then all I would need is your address now.

Speaker speaker_2: 19030 North Northwest Atlanta, Georgia 30318, 1320 apartment.

Speaker speaker_0: Okay. You said 1903. What was after the three? I just want to make sure I have it correct.

Speaker speaker_2: Drew. D-R-E-W.

Speaker speaker_0: Drive Northwest?

Speaker speaker_2: Yes.

Speaker speaker_0: And then that zip code, you said 30318?

Speaker speaker_2: It is.

Speaker speaker_0: Okay. At this point the call's being recorded. You stated you wanted to opt out from receiving any other benefits. Is that correct?

Speaker speaker_2: You said what now?

Speaker speaker_0: Um, at this point the call's being recorded. You stated that you wanted to opt out from receiving any other benefits.

Speaker speaker_2: Yes. Yes. I, I already did. Yeah.

Speaker speaker_0: Okay. Okay. Um, I went ahead and proceeded with your declination. You have been opted out.

Speaker speaker_2: You said what now?

Speaker speaker_0: Um, I went ahead and proceeded with your declination. You have been opted out from receiving any benefits.

Speaker speaker_2: That's fine.

Speaker speaker_0: Okay. Did you have any more questions for me?

Speaker speaker_2: Uh-uh, just everything.

Speaker speaker_0: Okay, thanks. I hope you have a great day.

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: Thank you.