

Transcript: Estefania

Acevedo-6029949819994112-6502187396546560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hey, Stephanie. I'm calling to decline the enrollment for the insurance. Okay. Yeah, I can help you. What staff and agency do you work for? Work Smart. Okay. And then what are the last four of your Social? Um, 86, 97. And your first and last name, please? Hector Zwolinski. You said Hector? Hector. Okay. And then, uh, for security purposes, could you verify your address and your date of birth? 741 Woodroof Road. Uh-huh. Uh, when... You need a zip code? Yeah, I need the full address. What is that? 7- 741 Woodroof Road, 29607. Can I get the full address, with state and city? Greenville, South Carolina, 29607. Is it a house or an apartment? Apartment. What number? 1441. 1435. Okay. And then your date of birth, please? Uh, 07/17/1997. Is your phone number 908-1444? Yes. Okay. And then I have hector@w0zw.com? Yep. Is that correct? Okay. Yeah. All right. Let me see. Yeah. Okay. And you wanted to decline the auto enrollment? Yes. I don't know why they have it in auto when I... Okay. I didn't even have it. Yeah, like- Okay. Yeah. I went ahead and declined the auto enrollment so you won't be enrolled into any plan. Yeah. Okay, good 'cause I don't need... I have, you know, I have my own. Okay, that's fine. Yes, sir. I went ahead and proceeded with the declination. Okay. What... Uh, do I need to do anything else or is that all? No. Mm-mm. I already opted you out from the auto enrollment and they only auto enroll in one plan but I went ahead and declined that auto enrollment. Okay. So you won't be enrolled into anything yet that you don't want to be enrolled into. Perfect, perfect. Yes, I don't need more 'cause a lot of the times I have, you know... Sometimes if they tell me that I enroll it and I never did. I just like to keep it, be kind and everything. Okay. Yes, sir. Good. Yeah, so you should be good. You're not gonna get enrolled. Okay. All right. Thank you. You're welcome. Have a nice day. You too. Bye bye.

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 Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, Stephanie. I'm calling to decline the enrollment for the insurance.

Speaker speaker_1: Okay. Yeah, I can help you. What staff and agency do you work for?

Speaker speaker_2: Work Smart.

Speaker speaker_1: Okay. And then what are the last four of your Social?

Speaker speaker_2: Um, 86, 97.

Speaker speaker_1: And your first and last name, please?

Speaker speaker_2: Hector Zwolinski.

Speaker speaker_1: You said Hector?

Speaker speaker_2: Hector.

Speaker speaker_1: Okay. And then, uh, for security purposes, could you verify your address and your date of birth?

Speaker speaker_2: 741 Woodroof Road.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Uh, when... You need a zip code?

Speaker speaker_1: Yeah, I need the full address. What is that?

Speaker speaker_2: 7- 741 Woodroof Road, 29607.

Speaker speaker_1: Can I get the full address, with state and city?

Speaker speaker_2: Greenville, South Carolina, 29607.

Speaker speaker_1: Is it a house or an apartment?

Speaker speaker_2: Apartment.

Speaker speaker_1: What number?

Speaker speaker_2: 1441. 1435.

Speaker speaker_1: Okay. And then your date of birth, please?

Speaker speaker_2: Uh, 07/17/1997.

Speaker speaker_1: Is your phone number 908-1444?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then I have hector@w0zw.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Is that correct? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Let me see. Yeah. Okay. And you wanted to decline the auto enrollment?

Speaker speaker_2: Yes. I don't know why they have it in auto when I...

Speaker speaker_1: Okay.

Speaker speaker_2: I didn't even have it. Yeah, like-

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: I went ahead and declined the auto enrollment so you won't be enrolled into any plan.

Speaker speaker_2: Yeah. Okay, good 'cause I don't need... I have, you know, I have my own.

Speaker speaker_1: Okay, that's fine. Yes, sir. I went ahead and proceeded with the declination.

Speaker speaker_2: Okay. What... Uh, do I need to do anything else or is that all?

Speaker speaker_1: No.

Speaker speaker_2: Mm-mm.

Speaker speaker_1: I already opted you out from the auto enrollment and they only auto enroll in one plan but I went ahead and declined that auto enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: So you won't be enrolled into anything yet that you don't want to be enrolled into.

Speaker speaker_2: Perfect, perfect. Yes, I don't need more 'cause a lot of the times I have, you know... Sometimes if they tell me that I enroll it and I never did. I just like to keep it, be kind and everything.

Speaker speaker_1: Okay. Yes, sir.

Speaker speaker_2: Good.

Speaker speaker_1: Yeah, so you should be good. You're not gonna get enrolled.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye bye.