

Transcript: Estefania

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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? Yeah, this is Lisa Dawson. I was calling y'all to tell y'all that I wanted out the insurance. Okay, yeah. What agency do you work for? I work for, uh, Crown. Okay, thank you and- Well, Crown hired me, but it's... Uh, what is the name of that? *****. Okay. I don't understand. It would be, um... It would be through your agency. Um, so you said it was Crown Services, right? Yeah, they gave... They told me to call this number if I wanted to get out that insurance and I want it too. Okay. Yes, ma'am. And then I just need the last four of your Social. 1204. And then can I get your full name please? Lisa Annette Dawson. Give me one second. I'm sorry. My system is kind of slow. You said 1204? Yeah. And then what was your name again? Lisa Dawson. Okay. Okay, Miss Lisa. So we still don't have you in our file, so either we can do two things. I can go ahead and create one for you and go ahead and opt you out. But to do that- Okay. ... I would need your full address, your full Social or you can just tell me- 179. Okay. Or I was gonna say you can keep calling throughout the week and, um, if you feel more comfortable doing that whenever we have your information or I can go ahead and create it for you. Okay. Whatever you feel comfortable with. Uh, you need my Social Security number? Okay, so you want me to go ahead and create your file and opt you out? Yeah, I don't want it. Okay. Gotcha. And what's your full Social? 305-02-1204. And then you said your first name was Lisa? What's your last name? Yeah. Dawson. D-U-S-T-E-R-S-O-N. Okay. And then what's your address? 179 North O'Neal. Mm-hmm. The city and state? Hydeville, Kentucky. And then the ZIP code? What is it? 4224- 4224. What is it? 42240, I think. Yeah, 42240. 42240. Okay. Thank you. Okay, and what's your date of birth? 5/12/1967. May 12, 67. And would you like- Yes. ... to provide an email address? It's completely optional. DawsonLisa@5@gmail.com. Hi, get me 216 ounce, uh, cu- uh, cans of blood out here, please. And what's your phone number? 317-531-6336. Thank you. Okay, and then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Crown Services. Is that correct? Okay. Yeah. Okay. I went ahead and declined your auto enrollment. Did you have any more questions for me before I let you go? No, ma'am. That was... That was it. Okay. Well, thank you for calling. I hope you have a great day. You too. Bye. Thank you. Bye. That's it. I'm done.

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: Yeah, this is Lisa Dawson. I was calling y'all to tell y'all that I wanted out the insurance.

Speaker speaker_1: Okay, yeah. What agency do you work for?

Speaker speaker_2: I work for, uh, Crown.

Speaker speaker_1: Okay, thank you and-

Speaker speaker_2: Well, Crown hired me, but it's... Uh, what is the name of that? *****.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't understand.

Speaker speaker_1: It would be, um... It would be through your agency. Um, so you said it was Crown Services, right?

Speaker speaker_2: Yeah, they gave... They told me to call this number if I wanted to get out that insurance and I want it too.

Speaker speaker_1: Okay. Yes, ma'am. And then I just need the last four of your Social.

Speaker speaker_2: 1204.

Speaker speaker_1: And then can I get your full name please?

Speaker speaker_2: Lisa Annette Dawson.

Speaker speaker_1: Give me one second. I'm sorry. My system is kind of slow. You said 1204?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then what was your name again?

Speaker speaker_2: Lisa Dawson.

Speaker speaker_1: Okay. Okay, Miss Lisa. So we still don't have you in our file, so either we can do two things. I can go ahead and create one for you and go ahead and opt you out. But to do that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I would need your full address, your full Social or you can just tell me-

Speaker speaker_2: 179.

Speaker speaker_1: Okay. Or I was gonna say you can keep calling throughout the week and, um, if you feel more comfortable doing that whenever we have your information or I can go ahead and create it for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Whatever you feel comfortable with.

Speaker speaker_2: Uh, you need my Social Security number?

Speaker speaker_1: Okay, so you want me to go ahead and create your file and opt you out?

Speaker speaker_2: Yeah, I don't want it.

Speaker speaker_1: Okay. Gotcha. And what's your full Social?

Speaker speaker_2: 305-02-1204.

Speaker speaker_1: And then you said your first name was Lisa? What's your last name?

Speaker speaker_2: Yeah. Dawson. D-U-S-T-E-R-S-O-N.

Speaker speaker_1: Okay. And then what's your address?

Speaker speaker_2: 179 North O'Neal.

Speaker speaker_1: Mm-hmm. The city and state?

Speaker speaker_2: Hydeville, Kentucky.

Speaker speaker_1: And then the ZIP code?

Speaker speaker_2: What is it? 4224- 4224. What is it? 42240, I think. Yeah, 42240.

Speaker speaker_1: 42240. Okay. Thank you. Okay, and what's your date of birth?

Speaker speaker_2: 5/12/1967.

Speaker speaker_1: May 12, 67. And would you like-

Speaker speaker_2: Yes.

Speaker speaker_1: ... to provide an email address? It's completely optional.

Speaker speaker_2: DawsonLisa@5@gmail.com.

Speaker speaker_3: Hi, get me 216 ounce, uh, cu- uh, cans of blood out here, please.

Speaker speaker_1: And what's your phone number?

Speaker speaker_2: 317-531-6336.

Speaker speaker_1: Thank you. Okay, and then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Crown Services. Is that correct?

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: Okay. I went ahead and declined your auto enrollment. Did you have any more questions for me before I let you go?

Speaker speaker_2: No, ma'am. That was... That was it.

Speaker speaker_1: Okay. Well, thank you for calling. I hope you have a great day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_3: That's it. I'm done.