

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, Stephanie, this is Joseph Aldridge. I had a call from this number about my, um, uh, benefits enrollment or whatever. Okay. Um, what staff and agency do you work for? Hempstead Record. And then what are the last four of your Social? 5930. Uh, uh... For security purposes, can you verify your address and date of birth? 214 Winn Street, Paris Center C3, 242, 3/16/1981. And then I have 731-336-9176 as your phone number? Yes, ma'am. All right. Okay. And then how can I help you? You said you ha- had a missed call, right? Yes. Uh, uh, uh, I don't... Uh, I don't wanna enroll to the insurance. I was, um, clueless on it, so that's why I marked them things so I can know. But I do not want to enroll. Dang, okay. Gotcha. Okay, yeah. So it looks like they were calling to see if you wanted to enroll. Um, since you don't answer normally when they don't answer, we do go ahead and decline the coverage. Okay. So coverage has been declined, so you're good. Good. Thank you. You won't be enrolled into anything. Thank you. Thank you. You're welcome. Okay. I hope you have a great day. You too.

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: Uh, Stephanie, this is Joseph Aldridge. I had a call from this number about my, um, uh, benefits enrollment or whatever.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Hempstead Record.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 5930. Uh, uh...

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 214 Winn Street, Paris Center C3, 242, 3/16/1981.

Speaker speaker_0: And then I have 731-336-9176 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Okay. And then how can I help you? You said you ha- had a missed call, right?

Speaker speaker_1: Yes. Uh, uh, uh, I don't... Uh, I don't wanna enroll to the insurance. I was, um, clueless on it, so that's why I marked them things so I can know. But I do not want to enroll.

Speaker speaker_0: Dang, okay. Gotcha. Okay, yeah. So it looks like they were calling to see if you wanted to enroll. Um, since you don't answer normally when they don't answer, we do go ahead and decline the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: So coverage has been declined, so you're good.

Speaker speaker_1: Good. Thank you.

Speaker speaker_0: You won't be enrolled into anything.

Speaker speaker_1: Thank you. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay.

Speaker speaker_0: I hope you have a great day.

Speaker speaker_1: You too.