

Transcript: Estefania

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Full Transcript

Thank you for c- thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Yes. Hi. I'm calling to... I'm getting ready to start a job for Surge, which is a TEPP agency here in Lancaster, Ohio. My name is Gary Behrens and they told me I had to call you guys within 30 days when you take out benefits and stuff out of my car- or my check, whatever. I have my own personal insurance. Okay. I can go ahead and opt you out from the auto enroll. Um, I just need the last four of your social. 6859. And then you said your name was Jerry? Yeah. Gary Behrens. Okay. So they still haven't sent us your file, um, so either you can do these two things. Either I can go ahead and create a file for you. For that I do need your full social, your full address, all that information, whatever makes you feel comfortable, or you can be calling throughout the week next week to see if we went ahead and received your file to opt you out. But we could do either of those two. Either I can go ahead- So- ... create it and opt you out. Okay. Or, or you can go ahead and call throughout the week next week to see if we received your file. So either I can create a file, or if you don't feel comfortable giving me that information, then you can keep calling throughout the week to see if we- No. I, I can go ahead and give you everything you need. Okay. Give me one second. Let me create that file there. Okay, sir. So you're with Surge and then I'm ready for your social. 294-76-6859. Thank you. And then you said your name was Jerry Behrens? Yeah. Is that- B-E-H- ... B-E-H-R-E-N-S? Yes, ma'am. And then your address? Jerry. We're, uh, 671 Pennsylvania Avenue, Lancaster, Ohio, 43130. Okay. What was that city? Lancaster, Ohio. And then the zip code? 43130? 430- 43130. Okay. Thank you. And then your date of birth. Uh, 02/08/1967. And then what's your email say? Uh, my first name Jerry, last name Behrens24 at gmail.com. And then is this a good contact number, the 740-304-1276? Yes, ma'am. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment? Yes. Okay. I went ahead and opted you out. Because I had my... I, I had my own insurance is what I'm saying. Okay. Yes, sir. Um, I went ahead and proceeded with your declination so you won't be auto enrolled into any other plans. Did you have any other questions? No, ma'am, I don't. All right. Well, I hope you have a great day. You too, ma'am. Thank you.

Conversation Format

Speaker speaker_0: Thank you for c- thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes. Hi. I'm calling to... I'm getting ready to start a job for Surge, which is a TEPP agency here in Lancaster, Ohio. My name is Gary Behrens and they told me I had to call you guys within 30 days when you take out benefits and stuff out of my car- or my check, whatever. I have my own personal insurance.

Speaker speaker_0: Okay. I can go ahead and opt you out from the auto enroll. Um, I just need the last four of your social.

Speaker speaker_1: 6859.

Speaker speaker_0: And then you said your name was Jerry?

Speaker speaker_1: Yeah. Gary Behrens.

Speaker speaker_0: Okay. So they still haven't sent us your file, um, so either you can do these two things. Either I can go ahead and create a file for you. For that I do need your full social, your full address, all that information, whatever makes you feel comfortable, or you can be calling throughout the week next week to see if we went ahead and received your file to opt you out. But we could do either of those two. Either I can go ahead-

Speaker speaker_1: So-

Speaker speaker_0: ... create it and opt you out.

Speaker speaker_1: Okay.

Speaker speaker_0: Or, or you can go ahead and call throughout the week next week to see if we received your file. So either I can create a file, or if you don't feel comfortable giving me that information, then you can keep calling throughout the week to see if we-

Speaker speaker_1: No. I, I can go ahead and give you everything you need.

Speaker speaker_0: Okay. Give me one second. Let me create that file there. Okay, sir. So you're with Surge and then I'm ready for your social.

Speaker speaker_1: 294-76-6859.

Speaker speaker_0: Thank you. And then you said your name was Jerry Behrens?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that-

Speaker speaker_1: B-E-H-

Speaker speaker_0: ... B-E-H-R-E-N-S?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then your address?

Speaker speaker_1: Jerry. We're, uh, 671 Pennsylvania Avenue, Lancaster, Ohio, 43130.

Speaker speaker_0: Okay. What was that city?

Speaker speaker_1: Lancaster, Ohio.

Speaker speaker_0: And then the zip code? 43130?

Speaker speaker_1: 430- 43130.

Speaker speaker_0: Okay. Thank you. And then your date of birth.

Speaker speaker_1: Uh, 02/08/1967.

Speaker speaker_0: And then what's your email say?

Speaker speaker_1: Uh, my first name Jerry, last name Behrens24 at gmail.com.

Speaker speaker_0: And then is this a good contact number, the 740-304-1276?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I went ahead and opted you out.

Speaker speaker_1: Because I had my... I, I had my own insurance is what I'm saying.

Speaker speaker_0: Okay. Yes, sir. Um, I went ahead and proceeded with your declination so you won't be auto enrolled into any other plans. Did you have any other questions?

Speaker speaker_1: No, ma'am, I don't.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: You too, ma'am. Thank you.