

## **Transcript: Estefania**

**Acevedo-6709608263401472-5514696905932800**

### **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? Uh, yes. Um, I was just calling in regards to, um, some, uh, insurance that I was automatically, uh, enrolled for through my, uh, through my job. And, um, I was just wondering if I could just cancel that, uh, by any chance? Okay. Yeah. What staffing agency do you work for? Uh, Surge Staffing. And then, what is the last four of your Social? 8476. What's your first and last name? Jordan Powell, P-O-W-E-L-L. For security purposes, do you mind verifying your address as well as your date of birth? Yeah. Um, 1421 20th Street, Parkersburg, West Virginia, 26101. And the, uh... What was that? Did you say date of birth? I'm sorry, I just forgot. Yeah. Mm-hmm. Uh, 2-2-13-90. Sorry. Okay. Is your phone number 681-319-3685? Correct. Okay. Then I have jordanmpowell@hotmail.com. Correct. Is that up to date? Up to date? Uh, yeah, the number one after, uh, after my name. Oh. Okay. Thank you. Mm-hmm. Okay. So I can't cancel anything at this time because it's under a court order. Um, it looks like an agency put you down for those benefits, for- Oh. ... all of them under employee plus child. Huh. Oh, okay. Mm-hmm. So what... I just need to call that agency and then, uh, pretty much just have them... Um, so it's a court order. I could provide, um, the phone number to reach out, but I wouldn't really know... Yeah. That actually... That would- ... if they accepted or not. Sure. Okay. Let me grab a piece of paper. Okay. All right. What's the number? It's gonna be 304- Mm-hmm. ... 420- Mm-hmm. ... 4980. So 304-420-4980. Okay. All righty. And that's it. Okay. Um, yeah. I'll, yeah, I'll just, uh, figure out what's going on. Thank you for, uh- Yeah. ... providing this information. Mm-hmm. Okay. You're welcome. Have a nice day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: 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?

Speaker speaker\_1: Uh, yes. Um, I was just calling in regards to, um, some, uh, insurance that I was automatically, uh, enrolled for through my, uh, through my job. And, um, I was just wondering if I could just cancel that, uh, by any chance?

Speaker speaker\_0: Okay. Yeah. What staffing agency do you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: And then, what is the last four of your Social?

Speaker speaker\_1: 8476.

Speaker speaker\_0: What's your first and last name?

Speaker speaker\_1: Jordan Powell, P-O-W-E-L-L.

Speaker speaker\_0: For security purposes, do you mind verifying your address as well as your date of birth?

Speaker speaker\_1: Yeah. Um, 1421 20th Street, Parkersburg, West Virginia, 26101. And the, uh... What was that? Did you say date of birth? I'm sorry, I just forgot.

Speaker speaker\_0: Yeah. Mm-hmm.

Speaker speaker\_1: Uh, 2-2-13-90. Sorry.

Speaker speaker\_0: Okay. Is your phone number 681-319-3685?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Then I have jordanmpowell@hotmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Is that up to date? Up to date?

Speaker speaker\_1: Uh, yeah, the number one after, uh, after my name.

Speaker speaker\_0: Oh. Okay. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So I can't cancel anything at this time because it's under a court order. Um, it looks like an agency put you down for those benefits, for-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... all of them under employee plus child.

Speaker speaker\_1: Huh. Oh, okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So what... I just need to call that agency and then, uh, pretty much just have them...

Speaker speaker\_0: Um, so it's a court order. I could provide, um, the phone number to reach out, but I wouldn't really know...

Speaker speaker\_1: Yeah. That actually... That would-

Speaker speaker\_0: ... if they accepted or not.

Speaker speaker\_1: Sure. Okay. Let me grab a piece of paper.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right. What's the number?

Speaker speaker\_0: It's gonna be 304-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 420-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 4980. So 304-420-4980.

Speaker speaker\_1: Okay. All righty.

Speaker speaker\_0: And that's it.

Speaker speaker\_1: Okay. Um, yeah. I'll, yeah, I'll just, uh, figure out what's going on. Thank you for, uh-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... providing this information.

Speaker speaker\_0: Mm-hmm. Okay. You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye.