

## **Transcript: Francesca**

**Baez-4690036687945728-6711042977873920**

### **Full Transcript**

Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey. I was calling trying to opt out of the benefits. What company do you work with? I can't hear you. What company do you work with? Uh, Surge. What are the last four of your Social? One, eight, three, eight. And the last name, please? Smith. And that was one, eight, three, eight, correct? Correct. Do you have any other last name aside from Smith? No, it's Smith. Did you just recently start working with them? Yes, ma'am. My first day was Monday. So we have not received your file yet. That leaves you two options. We can create one, but I will need your full Social in order to do so. If you do not feel comfortable providing it on a recorded line, then it will be you calling back throughout the week to see when we receive it. Okay, I can call back. I'm sorry? I said, okay, I can call back throughout the week. Understood. All right, so I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today. Okay. Bye-bye. Mm, all right.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey. I was calling trying to opt out of the benefits.

Speaker speaker\_0: What company do you work with?

Speaker speaker\_1: I can't hear you.

Speaker speaker\_0: What company do you work with?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: One, eight, three, eight.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Smith.

Speaker speaker\_0: And that was one, eight, three, eight, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Do you have any other last name aside from Smith?

Speaker speaker\_1: No, it's Smith.

Speaker speaker\_0: Did you just recently start working with them?

Speaker speaker\_1: Yes, ma'am. My first day was Monday.

Speaker speaker\_0: So we have not received your file yet. That leaves you two options. We can create one, but I will need your full Social in order to do so. If you do not feel comfortable providing it on a recorded line, then it will be you calling back throughout the week to see when we receive it.

Speaker speaker\_1: Okay, I can call back.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: I said, okay, I can call back throughout the week.

Speaker speaker\_0: Understood. All right, so I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Mm, all right.