

## **Transcript: Sara**

**Marulanda-4863722733617152-6025417552216064**

### **Full Transcript**

Thank you for calling Benefits... Thank you for calling Benefits in a Car- My name is Sarah. May I have your name please? Shannon Tanner. Hello, ma'am. How may I help you? Um, I just got employed through Surge, and I was going to call to let you guys know I do not want the benefits. Sure, I can help you with that. May I have please the last four digits of your Social Security Number to locate you on the system? 6983. Okay, give me just a minute. Okay, uh, when did you start working with the company? Uh, today's my first day at the job. Oh, can you say Shannon Tanner? Yes. Tanner. T-A-N-N-E-R. Okay, I only have another person. I think because you're such a new hire, they haven't sent us your profile yet, so we have two options in this case. One, you can wait until they send us the profile and give us a call back to, um, decline the auto enrollment. Or two, we can go ahead create a profile and then decline you from there and that's it. Uh, how long does it take to create a profile? Uh, five minutes. Less than five minutes probably. Okay, I think I'm gonna create it. Do you want to go ahead and create it? Yeah. Okay. Um, okay, I'm gonna need some personal information like your social, date of birth, stuff like that. Are you in a good location to provide me that information? Yes, ma'am. Okay. So I... May I have please your complete Social Security Number? It's 274-94-6983. Can you please es- um, spell your first name for me? S-H-A-N-N-O-N. Any middle initial? N. And that's Nancy. And the last name is, uh, Tanner, right? Yep. T-A-N-N-E-R. Okay, and your address? Uh, 1911 Chestnut Street, Apartment 9 in Coshocton, Ohio 43812. Chest- Chestnut. C-H-E-S-T-N-U-T? C-H-E-S-T-N-U-T. Apartment 9. Uh, what is the city name? I'm sorry. Apartment 9, Coshocton. Okay. I'm sorry, it's, it's breaking up. Wh- which one is the name of the city? Coshocton. C-O-S-H-O-C-T-O-N. Okay. And it's Ohio, right? Yep. And the zip code? Uh, 43812. Date of birth? 06/08/'91. What number? 06/08/'91. Yes, uh, um- Oh, phone number? Yes. 740-255-4801. And your email address. Sntanner1991@gmail.com. Okay, ma'am, I already declined your auto enrollment. You're not going to be auto involved and, um, there will be no deductions from your paycheck to cover healthcare through us. Okay. All righty, ma'am. Other than that, is there anything else that I can help you with? No, ma'am. All righty, ma'am. So have a wonderful day and thank you for calling Benefits in a Car. All right, thank you. You're more than welcome.

### **Conversation Format**

Speaker None: Thank you for calling Benefits... Thank you for calling Benefits in a Car- My name is Sarah. May I have your name please? Shannon Tanner. Hello, ma'am. How may I help you? Um, I just got employed through Surge, and I was going to call to let you guys know I do not want the benefits. Sure, I can help you with that. May I have please the last four digits

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