

## **Transcript: Sara**

**Marulanda-5039260355969024-5384716210585600**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Sarah. How may I help you? Hey, this is Alesan. So I need to help to cancel the insurance. Okay. Sure, let me help you with that. May I have please the name of the agency that you are working with and the last four digits of your Social Security number? So my name is Alesan, Alesan Gye and I work at Fresh Way, and the last social is 6-9-7-1. And you say Search, right? Fresh Way, yes, search. Should I just start now? Yes. Thank you very much. And just for security purposes, can you please verify your address and date of birth? You said address, right? Address and date of birth, please. 728 Countryside Lane, Seymour, Ohio 45365. Oh, da-date of birth is 04/30/1996. And is your email yalesan12@gmail.com? Yeah, Gyealesan12@gmail.com. Okay. And your phone number is 937-600-8203? Correct. Okay, sir. Thank you. Well, you already declined on a 2024 as you only decline once, so you don't have to decline again. You're not going to be auto enrolled. So it's already declined? Yes, sir. All right. No worries then. Alrighty. Other than that, is there anything else that I can help you with? No, that's it. Thank you. Have a great ni- uh, day, and thank you for calling Benefits in a Card. Bye. Thank you. Okay, bye-bye.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. How may I help you? Hey, this is Alesan. So I need to help to cancel the insurance. Okay. Sure, let me help you with that. May I have please the name of the agency that you are working with and the last four digits of your Social Security number? So my name is Alesan, Alesan Gye and I work at Fresh Way, and the last social is 6-9-7-1. And you say Search, right? Fresh Way, yes, search. Should I just start now? Yes. Thank you very much. And just for security purposes, can you please verify your address and date of birth? You said address, right? Address and date of birth, please. 728 Countryside Lane, Seymour, Ohio 45365. Oh, da-date of birth is 04/30/1996. And is your email yalesan12@gmail.com? Yeah, Gyealesan12@gmail.com. Okay. And your phone number is 937-600-8203? Correct. Okay, sir. Thank you. Well, you already declined on a 2024 as you only decline once, so you don't have to decline again. You're not going to be auto enrolled. So it's already declined? Yes, sir. All right. No worries then. Alrighty. Other than that, is there anything else that I can help you with? No, that's it. Thank you. Have a great ni- uh, day, and thank you for calling Benefits in a Card. Bye. Thank you. Okay, bye-bye.