

Transcript: Sara

Marulanda-5351548269543424-4931360772505600

Full Transcript

Thank you for calling Benefit in a Card. My name is Sarah. May I have your name, please? Uh, yeah. It's Shane, S-H-A-N-E. Hello. Thank you for benefit in a card. My name is Sarah. May I have your name, please? Yes, it's Shane Wagers. Hello, Mr. Wagers. How may I help you? Uh, yes, I just got a text about me being, uh, auto-enrolled in some, uh, some sort of insurance, and I, I would like to not be enrolled i- with it because I'm no longer with- Sure. Let me help you with it. Okay. Um, may I have, may I have the name of the temporary agency that you are working with and the last four of your social? Uh, Sturge. And do you... I don't know if I feel comfortable giving you my last four digits, so. Yes, I understand. That's the only way I can open your account, and I will have to verify some personal information before I give you that information about the account. That's for your protection and my protection. If you don't feel comfortable, I think you will have to directly go with, uh, Sturge, and they will, uh, provide you with a, uh, enrollment form to decline the enrollment. Oh, so I can just go to the office in person and... I do think... I, I, I think... Let, let me check that for you. Give me just a minute. I need to verify that information, but I think they have that form there. Sure. Give me just one minute. Okay? Okay. Thank you. Oh, it says, "Method of opt-out, it would be online or by pho-, by spa..." Yes. So you need to go online to do it. Online? Yes, sir. Okay. All right. Uh, thank you. All right. Yes, sir. You're more than welcome. Have a wonderful day, and thank you for calling Benefit.

Conversation Format

Speaker None: Thank you for calling Benefit in a Card. My name is Sarah. May I have your name, please? Uh, yeah. It's Shane, S-H-A-N-E. Hello. Thank you for benefit in a card. My name is Sarah. May I have your name, please? Yes, it's Shane Wagers. Hello, Mr. Wagers. How may I help you? Uh, yes, I just got a text about me being, uh, auto-enrolled in some, uh, some sort of insurance, and I, I would like to not be enrolled i- with it because I'm no longer with- Sure. Let me help you with it. Okay. Um, may I have, may I have the name of the temporary agency that you are working with and the last four of your social? Uh, Sturge. And do you... I don't know if I feel comfortable giving you my last four digits, so. Yes, I understand. That's the only way I can open your account, and I will have to verify some personal information before I give you that information about the account. That's for your protection and my protection. If you don't feel comfortable, I think you will have to directly go with, uh, Sturge, and they will, uh, provide you with a, uh, enrollment form to decline the enrollment. Oh, so I can just go to the office in person and... I do think... I, I, I think... Let, let me check that for you. Give me just a minute. I need to verify that information, but I think they have that form there.

Sure. Give me just one minute. Okay? Okay. Thank you. Oh, it says, "Method of opt-out, it would be online or by pho-, by spa..." Yes. So you need to go online to do it. Online? Yes, sir. Okay. All right. Uh, thank you. All right. Yes, sir. You're more than welcome. Have a wonderful day, and thank you for calling Benefit.