

## **Transcript: Sara**

**Marulanda-5859408206315520-5341489709924352**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits United Card. My name in-- my name is Sarah. Who am I speaking with? Bailey Little. Hello, Ms. Little. How may I help you? I'm just calling to make sure I'm opted out of all the benefits. Okay. Let me check that for you. Uh... May I have please the name of the temporary agency that you are working with and the last four digits of your Social Security number? Crown Services and 9665. Thank you very much. Ms. Little, and just for security purposes can you please verify your address and date of birth? 14 Kelly Street, Liberty Township, 45011, and birthday 7-31-96. Email ashley.brooke2233@yahoo.com? Yes. Phone number 513-883-5680? Yes. Oh, okay. Well, you haven't declined. Uh, do you want to decline? Yes. Okay. Give me just a minute. Yeah, I already declined you. You're not going to see any deductions for healthcare coverage, not through us. Oh, okay. Thank you. You're more than welcome. Anything else that I can help you with? No, that's it. All righty, ma'am. Have a great day. Thank you for calling us. You too. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits United Card. My name in-- my name is Sarah. Who am I speaking with? Bailey Little. Hello, Ms. Little. How may I help you? I'm just calling to make sure I'm opted out of all the benefits. Okay. Let me check that for you. Uh... May I have please the name of the temporary agency that you are working with and the last four digits of your Social Security number? Crown Services and 9665. Thank you very much. Ms. Little, and just for security purposes can you please verify your address and date of birth? 14 Kelly Street, Liberty Township, 45011, and birthday 7-31-96. Email ashley.brooke2233@yahoo.com? Yes. Phone number 513-883-5680? Yes. Oh, okay. Well, you haven't declined. Uh, do you want to decline? Yes. Okay. Give me just a minute. Yeah, I already declined you. You're not going to see any deductions for healthcare coverage, not through us. Oh, okay. Thank you. You're more than welcome. Anything else that I can help you with? No, that's it. All righty, ma'am. Have a great day. Thank you for calling us. You too. Bye-bye.