

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, my name's Tamara Crane and I'm calling, um, to opt out of the insurance for Surge. Okay, I can help you. Um, what are the last four of your social? 0700. Thank you. For security purposes, I will need you to verify your address as well as your date of birth for me. Date of birth is 2/25/1976. Address is 26125 Danville Amity Road, Danville, Ohio 43014. Okay. And then what was that date of birth, I'm sorry? February 25th, 1976. Okay. Is your phone number still 740-504-8065? Yes. And then I have your last name, Tam76@icloud.com. Is that still a up-to-date email address? Yes. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct? Correct. Okay. I went ahead and received your declination. Um, I don't know if you have any questions for me. I don't think so. We already have insurance through my husband, so... Okay then. All right. Um, well, I hope you have a great day. Okay. All right. Thank you. You're welcome. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You're calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, my name's Tamara Crane and I'm calling, um, to opt out of the insurance for Surge.

Speaker speaker_1: Okay, I can help you. Um, what are the last four of your social?

Speaker speaker_2: 0700.

Speaker speaker_1: Thank you. For security purposes, I will need you to verify your address as well as your date of birth for me.

Speaker speaker_2: Date of birth is 2/25/1976. Address is 26125 Danville Amity Road, Danville, Ohio 43014.

Speaker speaker_1: Okay. And then what was that date of birth, I'm sorry?

Speaker speaker_2: February 25th, 1976.

Speaker speaker_1: Okay. Is your phone number still 740-504-8065?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your last name, Tam76@icloud.com. Is that still a up-to-date email address?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. I went ahead and received your declination. Um, I don't know if you have any questions for me.

Speaker speaker_2: I don't think so. We already have insurance through my husband, so...

Speaker speaker_1: Okay then. All right. Um, well, I hope you have a great day.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: You too. Bye-bye.