

Transcript: Estefania

Acevedo-4566118150750208-4738081057980416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yeah. I received a text message that I had been enrolled, um, under Surge Staffing, and I wanted to cancel. Okay. Yeah. I can help you with that. Okay. What are your last four numbers of your Social? 8528. And then your first and last name, please. Ramona Neal. For security purposes, could you please verify your full address and your date of birth for me? Yeah. 513 Stone Hollow Lane, Bowling Green, Kentucky, 11/19/1969. Is your phone number 402-203-0619? Yes, ma'am. Can I have your first initial? mnfyndi@hotmail.com. Mnfyndi@hotmail.com. Is that up-to-date? Ml... net hotmail.com. Yeah. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out of the auto-enrollment. So you're actually not enrolled, so I, I can't cancel anything 'cause you were never enrolled. But I can go ahead and opt you out from the auto-enrollment. Okay. Yeah. 'Cause it's, what, like, 30 days after- Yes, ma'am. ... the first paycheck? Yeah. Correct. Mm-hmm. Go ahead and opt me out. All right. Okay. I perceive with your declination, so you won't be auto-enrolled into any of the plans. Okey-doke. Thank you very much. Can I get a, uh, confirmation text or email on that, please? Text definitely. Yes, ma'am. Um, so we can only send it through email, but- Okay. ... you should be receiving it within 24 to 48 hours. Okay? But I'll put it in that- Okay. ... request. Thank you very much. You're welcome. Have a nice day. You as well. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Yeah. I received a text message that I had been enrolled, um, under Surge Staffing, and I wanted to cancel.

Speaker speaker_1: Okay. Yeah. I can help you with that. Okay. What are your last four numbers of your Social?

Speaker speaker_2: 8528.

Speaker speaker_1: And then your first and last name, please.

Speaker speaker_2: Ramona Neal.

Speaker speaker_1: For security purposes, could you please verify your full address and your date of birth for me?

Speaker speaker_2: Yeah. 513 Stone Hollow Lane, Bowling Green, Kentucky, 11/19/1969.

Speaker speaker_1: Is your phone number 402-203-0619?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your first initial?

Speaker speaker_2: mnfyndi@hotmail.com.

Speaker speaker_1: Mnfyndi@hotmail.com. Is that up-to-date?

Speaker speaker_2: Ml... net hotmail.com. Yeah.

Speaker speaker_1: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out of the auto-enrollment. So you're actually not enrolled, so I, I can't cancel anything 'cause you were never enrolled. But I can go ahead and opt you out from the auto-enrollment.

Speaker speaker_2: Okay. Yeah. 'Cause it's, what, like, 30 days after-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... the first paycheck? Yeah.

Speaker speaker_1: Correct. Mm-hmm.

Speaker speaker_2: Go ahead and opt me out.

Speaker speaker_1: All right. Okay. I perceive with your declination, so you won't be auto-enrolled into any of the plans.

Speaker speaker_2: Okey-doke. Thank you very much. Can I get a, uh, confirmation text or email on that, please? Text definitely.

Speaker speaker_1: Yes, ma'am. Um, so we can only send it through email, but-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you should be receiving it within 24 to 48 hours. Okay? But I'll put it in that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... request.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You as well. Bye.