

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Troy Baker. How can I help you? And I... Yeah, I've been automatically enrolled in, um, your program. However, I wish to opt out. Okay. That's fine. What staff and agency do you work for? Search. And then what are the last four of your Social? 8969. Okay. For security purposes, can you verify the address that we have on file, as well as the date of birth? Yeah. It's, uh, 214 Cole's Ferry Pike, Lebanon. I have a different address. Did you recently move? Yeah. Do you remember the past- What address did you have? Um. So you would actually have to verify it, 'cause it's like a security question. Um, do you remember- Oh, wait, wait, wait, wait. Okay. Is this, um, um, 223... No, 226 East Game Street. And then what unit? 223. And then the city and state? Lebanon, Tate, Tennessee. Thank you. Uh- And then that date of birth. The 31st of August, 1961. Yep. It was that 226 E., and then I have 626-932-6266 as a phone number. That's... Yeah. That's correct. Then I have troy06@82.26@gmail.com. Is that okay? That's it. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? That's correct. Okay. I went ahead and opted you out so you won't be auto-enrolled into any of the plans. Did you have any questions? No, ma'am. Appreciate your time. Thank you very much. You're welcome. Have a nice day. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. My name is Troy Baker.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: And I... Yeah, I've been automatically enrolled in, um, your program. However, I wish to opt out.

Speaker speaker\_0: Okay. That's fine. What staff and agency do you work for?

Speaker speaker\_1: Search.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 8969.

Speaker speaker\_0: Okay. For security purposes, can you verify the address that we have on file, as well as the date of birth?

Speaker speaker\_1: Yeah. It's, uh, 214 Cole's Ferry Pike, Lebanon.

Speaker speaker\_0: I have a different address. Did you recently move?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Do you remember the past-

Speaker speaker\_1: What address did you have? Um.

Speaker speaker\_0: So you would actually have to verify it, 'cause it's like a security question. Um, do you remember-

Speaker speaker\_1: Oh, wait, wait, wait, wait. Okay. Is this, um, um, 223... No, 226 East Game Street.

Speaker speaker\_0: And then what unit?

Speaker speaker\_1: 223.

Speaker speaker\_0: And then the city and state?

Speaker speaker\_1: Lebanon, Tate, Tennessee.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Uh-

Speaker speaker\_0: And then that date of birth.

Speaker speaker\_1: The 31st of August, 1961.

Speaker speaker\_0: Yep. It was that 226 E., and then I have 626-932-6266 as a phone number.

Speaker speaker\_1: That's... Yeah. That's correct.

Speaker speaker\_0: Then I have troy06@82.26@gmail.com. Is that okay?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. I went ahead and opted you out so you won't be auto-enrolled into any of the plans. Did you have any questions?

Speaker speaker\_1: No, ma'am. Appreciate your time. Thank you very much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Bye.