

## 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? Hello. I am Lindsey. I work for Surge. I'm calling to decline my insurance, ... otherwise insurance. Okay. What are the last four of your social, ma'am? Come again? Um, what are the last four numbers of your social? Um, 9134. Thank you. And then, uh, what was your last name? Did you say your first name was... did you say Linda? Lindsey. L-I-N-D-S-E-Y. Oh, okay. Thank you. My last name is Ireus, I-R-E-U-S. And then you said 9134 is the last four of your social? Yeah. How long have you been with them? Mm. Two weeks. Okay. So probably that's why. So I'm not finding you in our system yet. It's probably 'cause they still haven't sent us your file. Um, either you can be calling throughout the week, next week, to see if we received it to go ahead and opt you out, or I can go ahead and create a file for you. But for that, I do need your full social and your information. It's whatever makes you feel comfortable. Okay. I'm go- I'm gonna call next week. Okay. So just call us and tell us that you wanna opt out, 'cause right now they still haven't sent us your, um, your information. What was your last name? Ireus, I-R-E-U-S. Yeah. We... I still don't see you in the system. Okay. Yeah, so if you want, you're welcome to keep calling throughout the week to see we have received it. Oh, wait. No. Wait, wait, wait, wait. R- I-R-E-U-S? Yeah. I-R-E-U-S. Okay. So I think they have your first name backwards. They have it as your- your last name as your first name. Um, but can you please verify for security purposes your address and date of birth? Um, address is 703- Mm-hmm. ... Maywood, M-A-Y-W-O-O-D Place, Sydney, Ohio. Okay. And then your date of birth? September 2001, 18. Then I have your first name, anneclore1@icloud.com. Is that correct? Yeah. That's my email address. Okay. Um, due to the fact that the calls are recorded, did- do you wanna opt out from the auto-enroll? Did I what? You wanted to opt out from the auto-enroll. Is that correct? Decline the coverage? Yeah. Okay. Yeah. All right. I went ahead and proceeded with your declination. So you've been opted out from being enrolled into any of the benefits. Um, did you have any other questions for me? No, ma'am. Okay. Well, thank you. You have been opted out. Thank you. Mm-hmm. Have a nice day. You too. 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: Hello. I am Lindsey. I work for Surge. I'm calling to decline my insurance, ... otherwise insurance.

Speaker speaker\_0: Okay. What are the last four of your social, ma'am?

Speaker speaker\_1: Come again?

Speaker speaker\_0: Um, what are the last four numbers of your social?

Speaker speaker\_1: Um, 9134.

Speaker speaker\_0: Thank you. And then, uh, what was your last name? Did you say your first name was... did you say Linda?

Speaker speaker\_1: Lindsey. L-I-N-D-S-E-Y.

Speaker speaker\_0: Oh, okay. Thank you.

Speaker speaker\_1: My last name is Ireus, I-R-E-U-S.

Speaker speaker\_0: And then you said 9134 is the last four of your social?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: How long have you been with them?

Speaker speaker\_1: Mm. Two weeks.

Speaker speaker\_0: Okay. So probably that's why. So I'm not finding you in our system yet. It's probably 'cause they still haven't sent us your file. Um, either you can be calling throughout the week, next week, to see if we received it to go ahead and opt you out, or I can go ahead and create a file for you. But for that, I do need your full social and your information. It's whatever makes you feel comfortable.

Speaker speaker\_1: Okay. I'm go- I'm gonna call next week.

Speaker speaker\_0: Okay. So just call us and tell us that you wanna opt out, 'cause right now they still haven't sent us your, um, your information. What was your last name?

Speaker speaker\_1: Ireus, I-R-E-U-S.

Speaker speaker\_0: Yeah. We... I still don't see you in the system. Okay. Yeah, so if you want, you're welcome to keep calling throughout the week to see we have received it. Oh, wait. No. Wait, wait, wait, wait. R- I-R-E-U-S?

Speaker speaker\_1: Yeah. I-R-E-U-S.

Speaker speaker\_0: Okay. So I think they have your first name backwards. They have it as your- your last name as your first name. Um, but can you please verify for security purposes your address and date of birth?

Speaker speaker\_1: Um, address is 703-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... Maywood, M-A-Y-W-O-O-D Place, Sydney, Ohio.

Speaker speaker\_0: Okay. And then your date of birth?

Speaker speaker\_1: September 2001, 18.

Speaker speaker\_0: Then I have your first name, anneclore1@icloud.com. Is that correct?

Speaker speaker\_1: Yeah. That's my email address.

Speaker speaker\_0: Okay. Um, due to the fact that the calls are recorded, did- do you wanna opt out from the auto-enroll?

Speaker speaker\_1: Did I what?

Speaker speaker\_0: You wanted to opt out from the auto-enroll. Is that correct? Decline the coverage?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. I went ahead and proceeded with your declination. So you've been opted out from being enrolled into any of the benefits. Um, did you have any other questions for me?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay. Well, thank you. You have been opted out.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Mm-hmm. Have a nice day.

Speaker speaker\_1: You too. Bye.