

## **Transcript: Estefania**

**Acevedo-4614283864096768-5462060479332352**

### **Full Transcript**

Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Yes, ma'am. I need to cancel the, uh, insurance coverage. Okay. What's happening? You- Not cancel it. I mean, I'm just opted out of it. Okay, what's happening? Agency do you work for? Uh, American, uh, Staff Corp. Okay, and then what are the last four of your Social? 1280. L-Y T-R-A-N? I'm sorry? Is it Tran? Um, what, my name? Yes. Uh, it's Austin Stewart. You said 1280 for the last four of your Social? Yeah, 1280. Okay, and then American Staff Corp, Inc.? Yes. Okay. Um, how long have you been with them? I just now, just now started. I ain't even started my job yet. Oh, okay. So you're still not in their system. Um, we can do two- Okay, I just found out. We can do, we can do two things. I can either go ahead and create a file for you. For that, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're welcome to keep calling throughout the week to see if we went ahead and received your information. Um- Yeah, I'll just, um- But it's 2020. I'll just call back next week some time. Okay. Yeah, okay, that's fine. All right. Thank you, ma'am. Thank you. Have a nice day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, ma'am. I need to cancel the, uh, insurance coverage.

Speaker speaker\_0: Okay. What's happening? You-

Speaker speaker\_1: Not cancel it. I mean, I'm just opted out of it.

Speaker speaker\_0: Okay, what's happening? Agency do you work for?

Speaker speaker\_1: Uh, American, uh, Staff Corp.

Speaker speaker\_0: Okay, and then what are the last four of your Social?

Speaker speaker\_1: 1280.

Speaker speaker\_0: L-Y T-R-A-N?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Is it Tran?

Speaker speaker\_1: Um, what, my name?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, it's Austin Stewart.

Speaker speaker\_0: You said 1280 for the last four of your Social?

Speaker speaker\_1: Yeah, 1280.

Speaker speaker\_0: Okay, and then American Staff Corp, Inc.?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, how long have you been with them?

Speaker speaker\_1: I just now, just now started. I ain't even started my job yet.

Speaker speaker\_0: Oh, okay. So you're still not in their system. Um, we can do two-

Speaker speaker\_1: Okay, I just found out.

Speaker speaker\_0: We can do, we can do two things. I can either go ahead and create a file for you. For that, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're welcome to keep calling throughout the week to see if we went ahead and received your information. Um-

Speaker speaker\_1: Yeah, I'll just, um-

Speaker speaker\_0: But it's 2020.

Speaker speaker\_1: I'll just call back next week some time.

Speaker speaker\_0: Okay. Yeah, okay, that's fine.

Speaker speaker\_1: All right. Thank you, ma'am.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.