

Transcript: Estefania

Acevedo-4643722516447232-5492599784161280

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? Yes, ma'am. This is Linda Porter. I was just hired in through surge and I was calling to cancel my benefit card. I don't want it. Okay. Um, what are the last four numbers of your social? 3041. Okay. And what was your full name? Linda Porter. Okay. When did you start working with them? I started today. I start today. Gotcha. Okay. So, you're still not in our system, um, so you can either do two things. Either I can go ahead and create your file, um, but to do that I would need your full information, like your full social, full address, full phone number, all of that, um, and I could go ahead and opt you out. Or if you don't feel comfortable doing that, you're welcome to continue calling us throughout the week to see if we have received your information. Okay. I'll just call back, okay? Okay. Yes, ma'am. That's fine. Okay. Thank you. You're welcome. Have a nice day. You too. Bye-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: Yes, ma'am. This is Linda Porter. I was just hired in through surge and I was calling to cancel my benefit card. I don't want it.

Speaker speaker_1: Okay. Um, what are the last four numbers of your social?

Speaker speaker_2: 3041.

Speaker speaker_1: Okay. And what was your full name?

Speaker speaker_2: Linda Porter.

Speaker speaker_1: Okay. When did you start working with them?

Speaker speaker_2: I started today. I start today.

Speaker speaker_1: Gotcha. Okay. So, you're still not in our system, um, so you can either do two things. Either I can go ahead and create your file, um, but to do that I would need your full information, like your full social, full address, full phone number, all of that, um, and I could go ahead and opt you out. Or if you don't feel comfortable doing that, you're welcome to continue

calling us throughout the week to see if we have received your information.

Speaker speaker_2: Okay. I'll just call back, okay?

Speaker speaker_1: Okay. Yes, ma'am. That's fine.

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: You too. Bye-bye.