

## **Transcript: Estefania**

**Acevedo-4653120819085312-4890476146900992**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, how you, how you doing, Ms. Stephanie? Good. How about you? Yeah, I'm doing good. My name is, uh, Khadim, Khadim Fall, but I'm calling for cancel, uh, my insurance. Okay. Um, I'm sorry, which staffing agency are you working with? Search. Okay, and then what are the last four of your social? The last four? 24665. Okay. 4665, you said? Huh? You said 4665? No, no, the... You ask is the last four digits of my social. Yes, the last four? Yeah, I tell you, 256565. Oh, okay. 2465. Okay, thank you. And then your first and last name? My first name is Khadim Fall, K-H-A-D-I-M, first name. Last name is F-A-L-L. Okay. Okay. How long have you been with them? Yeah, almost, uh, I, uh, one month or, uh, two weeks, something like that. Okay, 'cause I still don't see you in their system. Um, I'm not seeing your name. You said two-2465 are the last four and then you work with Search, correct? Yeah. Yeah, you're still not in our system, so either I can do two things. I can go ahead and create a file for you. For that, I do need your full social security number and your full address. If you don't feel comfortable doing that, you're welcome to be calling us throughout the week to see if Search went ahead and sent us your information. Mm-hmm. So that we can go ahead and- Yeah, I give you the full, the full social and my, uh, my full, uh, full address. Okay. Give me- My social- Oh, give me one second. Ready? Okay, I'm ready. Uh, you need the, uh, the social first? Yes. Okay. 06235 2465. Okay. And then can you spell your first name? Did you say K-S-A-D-I-M? No. K-K- K-H- Huh? K-H-A-D-I-M, Khadim. Okay. K-F-A-D-I-M? Yeah, K-H, not S-H. Okay. And then what's your last name? You said A-L-L? F. S-A-L? F. F-A-L-L. Thank you. And your address? 2355 Colin Drive, Apartment G. I'm sorry, you were breaking up a little bit. What were those first numbers? Uh, so the address is 2355. Okay. C- Colin Drive. Okay. And then the city and state? Uh, city is Sidney, Ohio. Okay, Cincinnati- Sidney, Ohio. 45365 is your code. Cincinnati, Ohio? No, no, uh, Sidney, Ohio. Sidney. Sidney? Okay. Sidney, Ohio. Zip code is 45365. Okay, thank you. And then your date of birth? 04/24/1985. And your phone number, is it this one, 6316225524? Yes. Okay. And then you still haven't been enrolled into the insurance, but if you don't want it, I can go ahead and opt you out from the auto-enrollment so that you won't be enrolled. Is that what you're telling me to do? Yeah, I don't... Yeah, I don't want it. That's why I'm calling you. I don't want it. Okay, that's fine. Give me one second. All right, sir, you've been opted out from the auto-enrollment, so you won't be enrolled into any of their insurance. Did you have any questions about anything? No, on- uh, only that. Okay. Well, I hope you have a great day today. Thank you. Take care of your time. You're welcome. 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: Yeah, how you, how you doing, Ms. Stephanie?

Speaker speaker\_0: Good. How about you?

Speaker speaker\_1: Yeah, I'm doing good. My name is, uh, Khadim, Khadim Fall, but I'm calling for cancel, uh, my insurance.

Speaker speaker\_0: Okay. Um, I'm sorry, which staffing agency are you working with?

Speaker speaker\_1: Search.

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

Speaker speaker\_1: The last four? 24665.

Speaker speaker\_0: Okay. 4665, you said?

Speaker speaker\_1: Huh?

Speaker speaker\_0: You said 4665?

Speaker speaker\_1: No, no, the... You ask is the last four digits of my social.

Speaker speaker\_0: Yes, the last four?

Speaker speaker\_1: Yeah, I tell you, 256565.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: 2465.

Speaker speaker\_0: Okay, thank you. And then your first and last name?

Speaker speaker\_1: My first name is Khadim Fall, K-H-A-D-I-M, first name. Last name is F-A-L-L.

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

Speaker speaker\_1: Yeah, almost, uh, I, uh, one month or, uh, two weeks, something like that.

Speaker speaker\_0: Okay, 'cause I still don't see you in their system. Um, I'm not seeing your name. You said two- 2465 are the last four and then you work with Search, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yeah, you're still not in our system, so either I can do two things. I can go ahead and create a file for you. For that, I do need your full social security number and your full address. If you don't feel comfortable doing that, you're welcome to be calling us throughout the week to see if Search went ahead and sent us your information.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So that we can go ahead and-

Speaker speaker\_1: Yeah, I give you the full, the full social and my, uh, my full, uh, full address.

Speaker speaker\_0: Okay. Give me-

Speaker speaker\_1: My social-

Speaker speaker\_0: Oh, give me one second.

Speaker speaker\_1: Ready?

Speaker speaker\_0: Okay, I'm ready.

Speaker speaker\_1: Uh, you need the, uh, the social first?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. 06235 2465.

Speaker speaker\_0: Okay. And then can you spell your first name? Did you say K-S-A-D-I-M?

Speaker speaker\_1: No. K- K- K-H-

Speaker speaker\_0: Huh?

Speaker speaker\_1: K-H-A-D-I-M, Khadim.

Speaker speaker\_0: Okay. K-F-A-D-I-M?

Speaker speaker\_1: Yeah, K-H, not S-H.

Speaker speaker\_0: Okay. And then what's your last name? You said A-L-L?

Speaker speaker\_1: F.

Speaker speaker\_0: S-A-L?

Speaker speaker\_1: F. F-A-L-L.

Speaker speaker\_0: Thank you. And your address?

Speaker speaker\_1: 2355 Colin Drive, Apartment G.

Speaker speaker\_0: I'm sorry, you were breaking up a little bit. What were those first numbers?

Speaker speaker\_1: Uh, so the address is 2355.

Speaker speaker\_0: Okay.

Speaker speaker\_1: C- Colin Drive.

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

Speaker speaker\_1: Uh, city is Sidney, Ohio.

Speaker speaker\_0: Okay, Cincinnati-

Speaker speaker\_1: Sidney, Ohio. 45365 is your code.

Speaker speaker\_0: Cincinnati, Ohio?

Speaker speaker\_1: No, no, uh, Sidney, Ohio. Sidney.

Speaker speaker\_0: Sidney? Okay.

Speaker speaker\_1: Sidney, Ohio. Zip code is 45365.

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

Speaker speaker\_1: 04/24/1985.

Speaker speaker\_0: And your phone number, is it this one, 6316225524?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then you still haven't been enrolled into the insurance, but if you don't want it, I can go ahead and opt you out from the auto-enrollment so that you won't be enrolled. Is that what you're telling me to do?

Speaker speaker\_1: Yeah, I don't... Yeah, I don't want it. That's why I'm calling you. I don't want it.

Speaker speaker\_0: Okay, that's fine. Give me one second. All right, sir, you've been opted out from the auto-enrollment, so you won't be enrolled into any of their insurance. Did you have any questions about anything?

Speaker speaker\_1: No, on- uh, only that.

Speaker speaker\_0: Okay. Well, I hope you have a great day today.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Take care of your time.

Speaker speaker\_1: You're welcome. Bye.