

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? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? My name is Sonya Smith. How can I... Ooh, I'm sorry. You're breaking up really bad. Can you repeat that? My name is Sonya Smith. How can I... I'm sorry. I said my name is Sonya Smith. Mm-hmm. Can you hear me? Now I can. At, at first I could only hear Sonya. How can I help you? Now I can hear you better. I was calling in regards to... I have this email that I am supposed to whether I want to or decline the benefit. Mm-hmm. Okay. Um, what staffing agency do you work for? Sorry. Can you hear me? ... staff. Give me one second. Okay. Let me see. Give me one second. Okay. All right. And then what are the last four of your social? 2750. Okay. Thank you. And your first and last name? Sonya Smith. One second. And then can you please verify your address and date of birth? 5434 Highway 43. That's Camden, Mississippi, 39045. May 7th, 1964. And that's 601-942-1467 is your phone number? Yes. Okay. Do you want to enroll or did you want to decline coverage? Decline. Okay. All right. So, they don't have any type of auto enrollment, um, so I don't really have to do anything. But I went ahead and declined it either way. If you did wish to enroll, they do give you 30 days from the time that you receive your first check to be eligible for the enrollment. So, let's see. Your last day if you did wish to enroll would be May 30th. Okay. All right. Well, thank you so much, but I decline. Thank you. Okay. You're welcome. Have a nice day. Bye-bye. Same to you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: My name is Sonya Smith. How can I...

Speaker speaker_0: Ooh, I'm sorry. You're breaking up really bad. Can you repeat that?

Speaker speaker_1: My name is Sonya Smith.

Speaker speaker_0: How can I... I'm sorry.

Speaker speaker_1: I said my name is Sonya Smith.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Now I can. At, at first I could only hear Sonya. How can I help you? Now I can hear you better.

Speaker speaker_1: I was calling in regards to... I have this email that I am supposed to whether I want to or decline the benefit.

Speaker speaker_0: Mm-hmm. Okay. Um, what staffing agency do you work for? Sorry. Can you hear me?

Speaker speaker_1: ... staff. Give me one second.

Speaker speaker_0: Okay. Let me see. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then what are the last four of your social?

Speaker speaker_1: 2750.

Speaker speaker_0: Okay. Thank you. And your first and last name?

Speaker speaker_1: Sonya Smith.

Speaker speaker_0: One second. And then can you please verify your address and date of birth?

Speaker speaker_1: 5434 Highway 43. That's Camden, Mississippi, 39045. May 7th, 1964.

Speaker speaker_0: And that's 601-942-1467 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you want to enroll or did you want to decline coverage?

Speaker speaker_1: Decline.

Speaker speaker_0: Okay. All right. So, they don't have any type of auto enrollment, um, so I don't really have to do anything. But I went ahead and declined it either way. If you did wish to enroll, they do give you 30 days from the time that you receive your first check to be eligible for the enrollment. So, let's see. Your last day if you did wish to enroll would be May 30th.

Speaker speaker_1: Okay. All right. Well, thank you so much, but I decline. Thank you.

Speaker speaker_0: Okay. You're welcome. Have a nice day.

Speaker speaker_1: Bye-bye. Same to you. Bye-bye.