

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? Hi. Uh, my name is Abdoul. Uh, A-B-D-O-U-L, last name Ka. Okay. How can I help- Uh, I'd like... Yeah. I would like to cancel the healthcare, uh, and the surge. Okay. And then, what are the last four of your Social? Um, I think three, seven, four, three. Uh- Three, seven, four, three. Let me double-check. Okay. Uh, three, seven, four, five. Sorry. Okay, thank you. And then, you said Abdoul? Yeah, Abdoul. A-B-D-O-U-L. Okay. And then, what was the last name? Um, Ka. Okay, thank you. For security purposes, can you verify your address and date of birth? I didn't, I didn't hear that. Um, could you verify your address and date of birth for me? Yeah, yeah. Yeah, it's the 728 Countryside Lane, Apartment seven, Sydney, Ohio, 45365. And the... It's the, uh, December, uh, 6th, 1984. Did you move recently? No, I did not. Like, that was a year ago. Um, we might have your old address still. Uh, the 826 St. Mary's Ave? Mm-hmm. And then what apartment is it? Uh, Apartment C. Okay. And then 937-622-9360 is your phone number? Yeah. Okay. So, it looks like you don't have any active coverage, but I can go ahead and opt you out from the auto-enroll so that they won't enroll you into the benefit. Did you wanna do that? Yeah. Okay. All right. You've been opted out, sir. You won't be enrolled into anything. All right. Thank you. You're welcome. Have a nice day. 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: Hi. Uh, my name is Abdoul. Uh, A-B-D-O-U-L, last name Ka.

Speaker speaker_0: Okay. How can I help-

Speaker speaker_1: Uh, I'd like... Yeah. I would like to cancel the healthcare, uh, and the surge.

Speaker speaker_0: Okay. And then, what are the last four of your Social?

Speaker speaker_1: Um, I think three, seven, four, three. Uh-

Speaker speaker_0: Three, seven, four, three.

Speaker speaker_1: Let me double-check.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, three, seven, four, five. Sorry.

Speaker speaker_0: Okay, thank you. And then, you said Abdoul?

Speaker speaker_1: Yeah, Abdoul. A-B-D-O-U-L.

Speaker speaker_0: Okay. And then, what was the last name?

Speaker speaker_1: Um, Ka.

Speaker speaker_0: Okay, thank you. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: I didn't, I didn't hear that.

Speaker speaker_0: Um, could you verify your address and date of birth for me?

Speaker speaker_1: Yeah, yeah. Yeah, it's the 728 Countryside Lane, Apartment seven, Sydney, Ohio, 45365. And the... It's the, uh, December, uh, 6th, 1984.

Speaker speaker_0: Did you move recently?

Speaker speaker_1: No, I did not. Like, that was a year ago.

Speaker speaker_0: Um, we might have your old address still.

Speaker speaker_1: Uh, the 826 St. Mary's Ave?

Speaker speaker_0: Mm-hmm. And then what apartment is it?

Speaker speaker_1: Uh, Apartment C.

Speaker speaker_0: Okay. And then 937-622-9360 is your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, it looks like you don't have any active coverage, but I can go ahead and opt you out from the auto-enroll so that they won't enroll you into the benefit. Did you wanna do that?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right. You've been opted out, sir. You won't be enrolled into anything.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: Bye.