

## **Transcript: Estefania**

**Acevedo-4754158569308160-5873555224576000**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Well, yeah, I got a email, and I was just wondering if this had anything to do with my Medicaid, my HIPAA. I was... it was a very vague email. So this isn't Medicaid. This is healthcare benefits through your staffing agency. Oh, okay. I gotcha. Yeah, I think I opted out of that maybe. I don't know. Did you want me to double-check? Yeah. I think I, I, I, I don't got a job through them yet, so... Um, do you still want me to check? 'Cause some of them do, um, participate in auto-enrolling their new hires, and if you didn't opt out within the first 30 days of you receiving your first check, they will start making a deduction once you receive that first check. Oh, yeah. So I would like to opt... I wanna make sure that I opt out of that. Yes. Okay. Um, so we do administrate different agencies around the nation. I do need to know the staffing agency that you use. I believe this one would be Surge. Surge. Okay. And then I just need the last four of your Social. 5513. And your first and last name, please? Robert Lowery. R-O-B-E-R-T L-O-W-E-R-Y. Yeah. Okay. You just- And I meant to opt out of that. So you're still not in our file, and I believe that since you haven't started yet, um, so we just need to wait. You can either call throughout the week to see if we received that- Yeah. ... once you start, or, um, I can go ahead and create a file for you and go ahead and opt you out. But if I do that, I do need your full address, full date of birth, your Social, is whatever made you- Well, I was just wondering- ... come on on to our file. I wanted to see if I could get employment through Surge. Okay. That's fine. If you do- And then, uh, and if I do, then I'll go ahead and call you 'cause it is tripping me up. Oh, okay. Correct. Yes. Just make sure you do remember. If not, you will get- I will. ... your Social number, okay? Yeah. 'Cause I'm trying to get hit right now, so I don't want that to interfere. Okay. Yeah. That's fine. All right. Thank you so much. Thank you. 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: Well, yeah, I got a email, and I was just wondering if this had anything to do with my Medicaid, my HIPAA. I was... it was a very vague email.

Speaker speaker\_0: So this isn't Medicaid. This is healthcare benefits through your staffing agency.

Speaker speaker\_1: Oh, okay. I gotcha. Yeah, I think I opted out of that maybe. I don't know.

Speaker speaker\_0: Did you want me to double-check?

Speaker speaker\_1: Yeah. I think I, I, I, I don't got a job through them yet, so...

Speaker speaker\_0: Um, do you still want me to check? 'Cause some of them do, um, participate in auto-enrolling their new hires, and if you didn't opt out within the first 30 days of you receiving your first check, they will start making a deduction once you receive that first check.

Speaker speaker\_1: Oh, yeah. So I would like to opt... I wanna make sure that I opt out of that. Yes.

Speaker speaker\_0: Okay. Um, so we do administrate different agencies around the nation. I do need to know the staffing agency that you use.

Speaker speaker\_1: I believe this one would be Surge.

Speaker speaker\_0: Surge. Okay. And then I just need the last four of your Social.

Speaker speaker\_1: 5513.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Robert Lowery. R-O-B-E-R-T L-O-W-E-R-Y. Yeah.

Speaker speaker\_0: Okay. You just-

Speaker speaker\_1: And I meant to opt out of that.

Speaker speaker\_0: So you're still not in our file, and I believe that since you haven't started yet, um, so we just need to wait. You can either call throughout the week to see if we received that-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... once you start, or, um, I can go ahead and create a file for you and go ahead and opt you out. But if I do that, I do need your full address, full date of birth, your Social, is whatever made you-

Speaker speaker\_1: Well, I was just wondering-

Speaker speaker\_0: ... come on on to our file.

Speaker speaker\_1: I wanted to see if I could get employment through Surge.

Speaker speaker\_0: Okay. That's fine. If you do-

Speaker speaker\_1: And then, uh, and if I do, then I'll go ahead and call you 'cause it is tripping me up.

Speaker speaker\_0: Oh, okay. Correct. Yes. Just make sure you do remember. If not, you will get-

Speaker speaker\_1: I will.

Speaker speaker\_0: ... your Social number, okay?

Speaker speaker\_1: Yeah. 'Cause I'm trying to get hit right now, so I don't want that to interfere.

Speaker speaker\_0: Okay. Yeah. That's fine.

Speaker speaker\_1: All right. Thank you so much.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.