

Transcript: Estefania

Acevedo-4829340883009536-5165958105972736

Full Transcript

Thank you for calling Benefit CenterCard. My name is Stephanie. How can I assist you? Yeah, my name is Lori Webb. Um, I wanna opt out of the, um, prescription thing. Okay. Um, what staffing agency do you work for? Uh, Surge. And then what are the last four of your Social? 00-41. For security purposes, could you please verify the address that I have on file as well as the date of birth? 1404 Central Avenue, Zanesville, Ohio 43701. And it's 12-11-76. Okay. Is the 740-221-7224 your phone number still? Yes, ma'am. Okay. And then you said that you wanted to opt out from the auto-enrollment, is that correct? Y- yeah. Okay. I went ahead and proceeded with your declination, so I went ahead and opted you out, so you won't be auto-enrolled into anything. All right. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit CenterCard. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, my name is Lori Webb. Um, I wanna opt out of the, um, prescription thing.

Speaker speaker_0: Okay. Um, what staffing agency do you work for?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 00-41.

Speaker speaker_0: For security purposes, could you please verify the address that I have on file as well as the date of birth?

Speaker speaker_1: 1404 Central Avenue, Zanesville, Ohio 43701. And it's 12-11-76.

Speaker speaker_0: Okay. Is the 740-221-7224 your phone number still?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then you said that you wanted to opt out from the auto-enrollment, is that correct?

Speaker speaker_1: Y- yeah.

Speaker speaker_0: Okay. I went ahead and proceeded with your declination, so I went ahead and opted you out, so you won't be auto-enrolled into anything.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too. Bye-bye.