

## **Transcript: Estefania**

**Acevedo-4842451442515968-6086950076465152**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, this is Lisa Hamilton. Um, I want to... Does this have to do with the health benefits? Yes, ma'am. This is the number that you called to enroll. Okay, I- Okay, um, I don't want to enroll. I was told that we needed- Oh. ... to call because we automatically- Gotcha. ... get enrolled. I don't want to be enrolled. Okay. What staffing agency is it? Uh, Surge. Okay. And then what are the last four of your Social? Uh, two-six-six-five. And your first and last name, please? Lisa Hamilton. For security purposes, Lisa, can you please verify the address that I have on file, as well as your date of birth? Uh, 2661 County Highway, Alabama, Altoona, three-five-nine-five-two. And, uh, November 23rd, 1980. I have 256-873-9296 as your phone number. Yes, ma'am. Okay. And then you said you wanted to opt out from the auto enrollment? Yes. Okay. Okay, I went ahead and proceeded with your declination. You have been opted out and they won't enroll you. All right, thank you very much. You're welcome. Have a nice day. You too. 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: Uh, yes, this is Lisa Hamilton. Um, I want to... Does this have to do with the health benefits?

Speaker speaker\_0: Yes, ma'am. This is the number that you called to enroll.

Speaker speaker\_1: Okay, I- Okay, um, I don't want to enroll. I was told that we needed-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... to call because we automatically-

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: ... get enrolled. I don't want to be enrolled.

Speaker speaker\_0: Okay. What staffing agency is it?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: Okay. And then what are the last four of your Social?

Speaker speaker\_1: Uh, two-six-six-five.

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

Speaker speaker\_1: Lisa Hamilton.

Speaker speaker\_0: For security purposes, Lisa, can you please verify the address that I have on file, as well as your date of birth?

Speaker speaker\_1: Uh, 2661 County Highway, Alabama, Altoona, three-five-nine-five-two. And, uh, November 23rd, 1980.

Speaker speaker\_0: I have 256-873-9296 as your phone number.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then you said you wanted to opt out from the auto enrollment?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Okay, I went ahead and proceeded with your declination. You have been opted out and they won't enroll you.

Speaker speaker\_1: All right, thank you very much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye.