

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? Hey, my name is Martel Brue. I'm doing this application. I'm declining the card. I don't need it. I got benefits. Okay. Um, what staff and agency do you work for? Uh, it's for, uh, Wagner. You said Wagner? Yes. And then what are the last four of your Social? 5967. For security purposes, um, can you verify your address and date of birth? 10-4-1983, 6100 Greenleaf Court. I'm sorry, you said 10? 10-04-1983. What's your name? I'm sorry. Martel Brue. Give me one second. I have the wrong file. You said the last four was 5967? Yes. Okay. So, I might not have you in the system. Give me one second. I might not be in the system right now. So, if you want, I can go ahead and create you a file, um, and then go ahead and opt you out or you're welcome to call in throughout the week to see if we received the information. Um, do you want me to go ahead and create it and go ahead and opt you out? For that, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're always welcome to call throughout the week to see if we've received it and opt out. Okay, I'll call throughout the week. Okay. All right. Well, I hope you have a great day. Mm. You too.

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: Hey, my name is Martel Brue. I'm doing this application. I'm declining the card. I don't need it. I got benefits.

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

Speaker speaker_1: Uh, it's for, uh, Wagner.

Speaker speaker_0: You said Wagner?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 5967.

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

Speaker speaker_1: 10-4-1983, 6100 Greenleaf Court.

Speaker speaker_0: I'm sorry, you said 10?

Speaker speaker_1: 10-04-1983.

Speaker speaker_0: What's your name? I'm sorry.

Speaker speaker_1: Martel Brue.

Speaker speaker_0: Give me one second. I have the wrong file. You said the last four was 5967?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I might not have you in the system. Give me one second.

Speaker speaker_1: I might not be in the system right now.

Speaker speaker_0: So, if you want, I can go ahead and create you a file, um, and then go ahead and opt you out or you're welcome to call in throughout the week to see if we received the information. Um, do you want me to go ahead and create it and go ahead and opt you out? For that, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're always welcome to call throughout the week to see if we've received it and opt out.

Speaker speaker_1: Okay, I'll call throughout the week.

Speaker speaker_0: Okay. All right. Well, I hope you have a great day.

Speaker speaker_1: Mm. You too.