

## **Transcript: Estefania**

**Acevedo-4904927008604160-5894217024880640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits No Card. My name is Stephanie. How can I assist you? Hi. I was just calling to cancel, uh, benefits. Okay. Um, what staffing agency are you with? Um, it's, uh, through Surge. It's a staffing agency. And then what are the last four of your social? 4654. Okay. For security purposes, could you please verify your full address as well as your date of birth? Uh, 502 Franklin Avenue, Sydney, Ohio, 45365, January 17th, 2006. Okay. Is your phone number still 937-538-8740? Yes, ma'am. And then I have your first name, last name, 4536512 at gmail.com. Is that to date? Yes. Okay. And then it looks like you still don't have active coverage, um, but I can go ahead and opt you out from the auto-enrollment. Yeah. That's what I'd like to do. I think everything except for the dental. Okay. S- so this would, um, kick you out, out of the auto-enrollment plan that they auto-enroll their members into. Um, so it's not gonna enroll into anything- Okay. That's fine. ... unless you ask for it. Uh-huh. No, that's fine. Okay. So I went ahead and did that. Um, did you have any more questions for me? No, ma'am. That's it. All right. Well, I hope you have a great day. Thank you for calling. Thank you. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits No Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. I was just calling to cancel, uh, benefits.

Speaker speaker\_1: Okay. Um, what staffing agency are you with?

Speaker speaker\_2: Um, it's, uh, through Surge. It's a staffing agency.

Speaker speaker\_1: And then what are the last four of your social?

Speaker speaker\_2: 4654.

Speaker speaker\_1: Okay. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: Uh, 502 Franklin Avenue, Sydney, Ohio, 45365, January 17th, 2006.

Speaker speaker\_1: Okay. Is your phone number still 937-538-8740?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then I have your first name, last name, 4536512 at gmail.com. Is that to date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then it looks like you still don't have active coverage, um, but I can go ahead and opt you out from the auto-enrollment.

Speaker speaker\_2: Yeah. That's what I'd like to do. I think everything except for the dental.

Speaker speaker\_1: Okay. S- so this would, um, kick you out, out of the auto-enrollment plan that they auto-enroll their members into. Um, so it's not gonna enroll into anything-

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: ... unless you ask for it. Uh-huh.

Speaker speaker\_2: No, that's fine.

Speaker speaker\_1: Okay. So I went ahead and did that. Um, did you have any more questions for me?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_1: All right. Well, I hope you have a great day. Thank you for calling.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Bye.