

## **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 Anthony Nash. I work for, uh, Surge Staffing. And I keep getting these emails about the, uh, enrolling the benefit plan for healthcare I, uh, signed up for it. I thought it automatically goes there. So, I would have to actually check your files and know. Um, what are the last four of your Social? 1610. Your first and last name, please? Anthony Nash. Okay, thank you. For security purposes, can you verify your address and date of birth? 1393 Ling, L-I-N-G, Drive, Austell, Georgia 30168. Birthday- And your year is- Go ahead. Yeah, your birthday. I'm sorry. July 17th, 1964. 404-493-0399 is your phone number. Correct. And then I have anthonymash001@yahoo.com. Um... Mm-hmm. So, it looks like you're already enrolled into Term Life. Uh, those are just reminders that you'll be getting 'cause all of their new hires receive that. But you are enrolled into Term Life. Okay. I was just double checking 'cause, you know, it keep coming up, so I just wanted to check it out. Okay. Yeah, yeah, yeah, you're fine. It's just reminders that everybody that's a new hire is gonna actually be getting. I think you can type "stop" and it stops them, um, if I'm not mistaken. Mm, I just let it stop on its own. As long as you told me, I'm covered, I'm good. Okay. Have a nice day. You too. Thank you. Thank you.

### **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 Anthony Nash. I work for, uh, Surge Staffing. And I keep getting these emails about the, uh, enrolling the benefit plan for healthcare I, uh, signed up for it. I thought it automatically goes there.

Speaker speaker\_0: So, I would have to actually check your files and know. Um, what are the last four of your Social?

Speaker speaker\_1: 1610.

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

Speaker speaker\_1: Anthony Nash.

Speaker speaker\_0: Okay, thank you. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 1393 Ling, L-I-N-G, Drive, Austell, Georgia 30168. Birthday-

Speaker speaker\_0: And your year is-

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: Yeah, your birthday. I'm sorry.

Speaker speaker\_1: July 17th, 1964.

Speaker speaker\_0: 404-493-0399 is your phone number.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have anthonymash001@yahoo.com. Um...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So, it looks like you're already enrolled into Term Life. Uh, those are just reminders that you'll be getting 'cause all of their new hires receive that. But you are enrolled into Term Life.

Speaker speaker\_1: Okay. I was just double checking 'cause, you know, it keep coming up, so I just wanted to check it out.

Speaker speaker\_0: Okay. Yeah, yeah, yeah, you're fine. It's just reminders that everybody that's a new hire is gonna actually be getting. I think you can type "stop" and it stops them, um, if I'm not mistaken.

Speaker speaker\_1: Mm, I just let it stop on its own. As long as you told me, I'm covered, I'm good.

Speaker speaker\_0: Okay. Have a nice day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you.