

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car . My name is Stephanie. How can I assist you? Hi. Yes, my name's Kiara Wiley and I'm trying to opt out of, um, the benefits. Okay, yeah. Can you tell me if that- Um, what's the name of the agency that you work for as well as the last four of your Social? Um, American Staffing Solutions? I, I believe that's their name. Oh. Okay. American Staff Corps, my apologies. It's okay. And then what are the last four of your Social? 7712. And then, could I get your first and last name? Kiara Wiley. It's probably simpler if I spell it. Should I spell it? No, I pulled it up. Thank you, and for security purposes, I would need you to verify your address as well as your date of birth. Um, 3209 Northeast 15th Street, Oklahoma City. ZIP code 73117. Um, my birthday is April the 30th, 1990. Okay, and then I have your phone number as 314-732-5549. Yes, ma'am. And then I have karryw@gmail.com. Is that still up to date? I'm sorry, I didn't hear you. Say that again. Um, I have your, I have your name, first name, w@gmail.com. Oh. Is that still up to date? Yes, ma'am. Okay, thank you. Give me one second. Okay. So it actually looks like you declined coverage already. Um, so you- I did? ... won't be, you won't be auto enrolled anymore into any benefits. Oh, okay. Yeah. I was, um, telling the lady at the office that, you know, the application she had me doing, the paperwork I was filling out- Mm-hmm. ... that I had pushed, you know, not to be enrolled and she was telling me I should call you all anyway just to make sure. Oh, gotcha. Okay. Yeah. You did it correct though. Um, you have been declined. Okay. So you won't be enrolled into any benefits and they won't do any deductions out of your check. Okay. Thank you so much. Did you have any questions for me? You're welcome. No, ma'am. I, I think that's it. Okay. Well, thank you for calling Benefits in a Car. I hope you have a good day today. You too. Thanks again. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car . My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Yes, my name's Kiara Wiley and I'm trying to opt out of, um, the benefits.

Speaker speaker_0: Okay, yeah.

Speaker speaker_1: Can you tell me if that-

Speaker speaker_0: Um, what's the name of the agency that you work for as well as the last four of your Social?

Speaker speaker_1: Um, American Staffing Solutions? I, I believe that's their name. Oh.

Speaker speaker_0: Okay.

Speaker speaker_1: American Staff Corps, my apologies.

Speaker speaker_0: It's okay. And then what are the last four of your Social?

Speaker speaker_1: 7712.

Speaker speaker_0: And then, could I get your first and last name?

Speaker speaker_1: Kiara Wiley. It's probably simpler if I spell it. Should I spell it?

Speaker speaker_0: No, I pulled it up. Thank you, and for security purposes, I would need you to verify your address as well as your date of birth.

Speaker speaker_1: Um, 3209 Northeast 15th Street, Oklahoma City. ZIP code 73117. Um, my birthday is April the 30th, 1990.

Speaker speaker_0: Okay, and then I have your phone number as 314-732-5549.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have karryw@gmail.com. Is that still up to date?

Speaker speaker_1: I'm sorry, I didn't hear you. Say that again.

Speaker speaker_0: Um, I have your, I have your name, first name, w@gmail.com.

Speaker speaker_1: Oh.

Speaker speaker_0: Is that still up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, thank you. Give me one second. Okay. So it actually looks like you declined coverage already. Um, so you-

Speaker speaker_1: I did?

Speaker speaker_0: ... won't be, you won't be auto enrolled anymore into any benefits.

Speaker speaker_1: Oh, okay. Yeah. I was, um, telling the lady at the office that, you know, the application she had me doing, the paperwork I was filling out-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... that I had pushed, you know, not to be enrolled and she was telling me I should call you all anyway just to make sure.

Speaker speaker_0: Oh, gotcha. Okay. Yeah. You did it correct though. Um, you have been declined.

Speaker speaker_1: Okay.

Speaker speaker_0: So you won't be enrolled into any benefits and they won't do any deductions out of your check.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Did you have any questions for me? You're welcome.

Speaker speaker_1: No, ma'am. I, I think that's it.

Speaker speaker_0: Okay. Well, thank you for calling Benefits in a Car. I hope you have a good day today.

Speaker speaker_1: You too. Thanks again. Bye.