

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? Yes, ma'am. My name's Demarcus Gaston. My name's Demarcus Gaston. And don't want... He wanna opt out of the, uh, TLRA. H- how can I help you? I'm sorry. I'm having trouble hearing you. I just... He called to say I could opt in or out to TLRA. Okay, so you wanna enroll into the benefits or you wanna opt out? What is the ben- I don't know what it is. Okay, so we are the healthcare administrators for different staffing agencies. So, um... Opt out. Hello? Hello? Um, I was- Yes, please. Um, I was in- He said he wanted to opt out. Yes. Um, I understand that, but what staffing agency because we don't only administrate one. We administrate different- Search. ... ones around the nation. Search. Okay. And then I... Since the calls are being recorded, I do need verbal consent from the policyholder, um, to talk to a second person. Is it yours or his? Yeah, I still need verbal permission due to the call being recorded. Okay. Well, he just walked in the store. Oh, I'm gonna have to... Okay, so I can't really do anything if he's not there. I need verbal consent due to the call being recorded. Yeah, I... We'll just call right back. Okay. 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: Yes, ma'am.

Speaker speaker_2: My name's Demarcus Gaston.

Speaker speaker_1: My name's Demarcus Gaston.

Speaker speaker_2: And don't want... He wanna opt out of the, uh, TLRA.

Speaker speaker_0: H- how can I help you? I'm sorry. I'm having trouble hearing you.

Speaker speaker_1: I just... He called to say I could opt in or out to TLRA.

Speaker speaker_0: Okay, so you wanna enroll into the benefits or you wanna opt out?

Speaker speaker_1: What is the ben- I don't know what it is.

Speaker speaker_0: Okay, so we are the healthcare administrators for different staffing agencies. So, um...

Speaker speaker_2: Opt out. Hello?

Speaker speaker_0: Hello? Um, I was-

Speaker speaker_2: Yes, please.

Speaker speaker_0: Um, I was in-

Speaker speaker_2: He said he wanted to opt out.

Speaker speaker_0: Yes. Um, I understand that, but what staffing agency because we don't only administrate one. We administrate different-

Speaker speaker_2: Search.

Speaker speaker_0: ... ones around the nation.

Speaker speaker_2: Search.

Speaker speaker_0: Okay. And then I... Since the calls are being recorded, I do need verbal consent from the policyholder, um, to talk to a second person. Is it yours or his? Yeah, I still need verbal permission due to the call being recorded.

Speaker speaker_2: Okay. Well, he just walked in the store.

Speaker speaker_0: Oh, I'm gonna have to... Okay, so I can't really do anything if he's not there. I need verbal consent due to the call being recorded.

Speaker speaker_2: Yeah, I... We'll just call right back.

Speaker speaker_0: Okay.

Speaker speaker_2: Thank you.