

## **Transcript: Estefania**

**Acevedo-5094466035433472-5852764342894592**

### **Full Transcript**

Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hi, yes. I'd like to opt out on the insurance for- Okay, yeah. ... Surge. What's happened? For Surge, you said? Yeah. And then what are the last four of your Social? 3560. Okay. Your first and last name, please. Dewayne Graves. I'm sorry, what was that last name? Graves. G-R-A-V-E-S. Okay. How long have you been w- working with them? I started Monday. Okay. So they still haven't sent us your file. Okay. They still don't see you in the system. Um, so we can do two things. Either we can go ahead and create a file and go ahead and opt you out. No problem. But to create a file, I do need your full Social- Sure. ... full address, and all that information. If you don't feel comfortable doing so, you're welcome to be calling throughout the week to see if we received that already and then we can opt you out there as well. I'm comfortable. Okay, you're com- Oh, okay. We can do that, too. All right. I need your Social, please. 282. Mm-hmm. 82. Mm-hmm. 3560. Thank you. Okay. And then, you said your first name was Dewayne Graves? Graves with a V. Okay. Can you spell that first name? Let me make sure I spelled it correctly. Sure. D-W-A-Y-N-E-E. Okay. Thank you. And then what is your birthday? 03/08/1982. I'm sorry. Repeat that. 03/08/1982. Okay. And then your address, please. Uh, 117 East Wapakoneta. You want me to spell that? Yes. W-A-P-A-K-O-N-E-T-A. And then what was that city? I just made sure how to spell. Waynesville. Waynesville, okay. And then the state? Ohio. Okay. And your zip code. 45890. 896. I'm sorry. 896. 896. Okay, thank you. I make type choices sometimes. And then is 419-306-9146 a good contact number? Yes. Okay. And then would you like to provide a email address? It's optional. Sure. Um, my first name, Dewayne as it's spelled, last name as it's spelled, fourteen@gmail.com. All right. Thank you. And then because of the fact that the call is being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes, please. All right. Okay. I went ahead and proceeded with your declination, so you have been opted out from the auto-enrollment that Surge takes part of. Okay, thanks. You're welcome. Have a nice day. You too. Thanks.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, yes. I'd like to opt out on the insurance for-

Speaker speaker\_0: Okay, yeah.

Speaker speaker\_1: ... Surge.

Speaker speaker\_0: What's happened? For Surge, you said?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 3560.

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

Speaker speaker\_1: Dewayne Graves.

Speaker speaker\_0: I'm sorry, what was that last name?

Speaker speaker\_1: Graves. G-R-A-V-E-S.

Speaker speaker\_0: Okay. How long have you been w- working with them?

Speaker speaker\_1: I started Monday.

Speaker speaker\_0: Okay. So they still haven't sent us your file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They still don't see you in the system. Um, so we can do two things. Either we can go ahead and create a file and go ahead and opt you out.

Speaker speaker\_1: No problem.

Speaker speaker\_0: But to create a file, I do need your full Social-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... full address, and all that information. If you don't feel comfortable doing so, you're welcome to be calling throughout the week to see if we received that already and then we can opt you out there as well.

Speaker speaker\_1: I'm comfortable.

Speaker speaker\_0: Okay, you're com- Oh, okay. We can do that, too. All right. I need your Social, please.

Speaker speaker\_1: 282.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 82.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 3560.

Speaker speaker\_0: Thank you. Okay. And then, you said your first name was Dewayne Graves?

Speaker speaker\_1: Graves with a V.

Speaker speaker\_0: Okay. Can you spell that first name? Let me make sure I spelled it correctly.

Speaker speaker\_1: Sure. D-W-A-Y-N-E.E.

Speaker speaker\_0: Okay. Thank you. And then what is your birthday?

Speaker speaker\_1: 03/08/1982.

Speaker speaker\_0: I'm sorry. Repeat that.

Speaker speaker\_1: 03/08/1982.

Speaker speaker\_0: Okay. And then your address, please.

Speaker speaker\_1: Uh, 117 East Wapakoneta. You want me to spell that?

Speaker speaker\_0: Yes.

Speaker speaker\_1: W-A-P-A-K-O-N-E-T-A.

Speaker speaker\_0: And then what was that city?

Speaker speaker\_1: I just made sure how to spell. Waynesville.

Speaker speaker\_0: Waynesville, okay. And then the state?

Speaker speaker\_1: Ohio.

Speaker speaker\_0: Okay. And your zip code.

Speaker speaker\_1: 45890. 896. I'm sorry.

Speaker speaker\_0: 896.

Speaker speaker\_1: 896.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: I make type choices sometimes.

Speaker speaker\_0: And then is 419-306-9146 a good contact number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then would you like to provide a email address? It's optional.

Speaker speaker\_1: Sure. Um, my first name, Dewayne as it's spelled, last name as it's spelled, fourteen@gmail.com.

Speaker speaker\_0: All right. Thank you. And then because of the fact that the call is being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right. Okay. I went ahead and proceeded with your declination, so you have been opted out from the auto-enrollment that Surge takes part of.

Speaker speaker\_1: Okay, thanks.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Thanks.