

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? Hi, Stephanie. I am an employee of Surge Staffing, and I just received a text that my Rx, uh, benefits will begin but I wanna opt out. Okay. That's fine. Um, what is the last four of your social? 5438. And your first and last name? Wanda Winter. For security purposes, can you verify your address and date of birth? Yes. 29 Franklin Street, Apartment 4, Tiffin, Ohio, 44883. December 6th, 1963. Okay. You said 1963? Yes. Okay. Thank you. And then, uh, 419-934-1649 is your phone number. Is that up-to-date? That is correct. Yes. Okay. Let's see. Okay. So it looks like you have already been declined- Oh, wonderful. ... back in February. Th- looks like the 27th. Okay. That's... I knew that I had, but I just received a text and I wanted to follow up and make sure. Yes, ma'am. So yeah, you're fine. You declined on the 27th, uh- Oh, right. ... February. So, yeah, um, if you keep getting those, I would just ignore them 'cause it's just reminders for the new hires. Okay. Well, thanks, Stephanie. Have a good night. Thank you. Have a nice day. Mm. Bye-bye.

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: Hi, Stephanie. I am an employee of Surge Staffing, and I just received a text that my Rx, uh, benefits will begin but I wanna opt out.

Speaker speaker_0: Okay. That's fine. Um, what is the last four of your social?

Speaker speaker_1: 5438.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Wanda Winter.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yes. 29 Franklin Street, Apartment 4, Tiffin, Ohio, 44883. December 6th, 1963.

Speaker speaker_0: Okay. You said 1963?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you. And then, uh, 419-934-1649 is your phone number. Is that up-to-date?

Speaker speaker_1: That is correct. Yes.

Speaker speaker_0: Okay. Let's see. Okay. So it looks like you have already been declined-

Speaker speaker_1: Oh, wonderful.

Speaker speaker_0: ... back in February. Th- looks like the 27th.

Speaker speaker_1: Okay. That's... I knew that I had, but I just received a text and I wanted to follow up and make sure.

Speaker speaker_0: Yes, ma'am. So yeah, you're fine. You declined on the 27th, uh-

Speaker speaker_1: Oh, right.

Speaker speaker_0: ... February. So, yeah, um, if you keep getting those, I would just ignore them 'cause it's just reminders for the new hires.

Speaker speaker_1: Okay. Well, thanks, Stephanie. Have a good night.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: Mm. Bye-bye.