

## **Transcript: Estefania**

**Acevedo-5120313773178880-5912033716781056**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, Stephanie. Danna Steventon. I was... didn't want to get that insurance. You didn't want to enroll? No. Okay. I don't want the... I don't want the insurance, no. Okay, what staffing agency are you with? Let's see. I am with, uh... Hmm. Uh, we're in Wilmington suit. Um, S-U-R-G-Surge? Surge, yeah. Oh, okay. And then what is the last four of your social? Uh, 3073. And then your first and last name, please? Danna, D-A-N-N-A. Steventon, S-T-E-V-E-N-T-O-N. Okay. Thank you. Okay, can you please verify your address and date of birth for security purposes? Yeah. Uh, 2... uh, 260 Sycamore Street, Lynchburg, Ohio and then I got a post office box 141, 11/28/55. Okay, thank you. And then that date of birth, please. Do what now? And then your birthday, please? Uh, 11/28/55. Thank you. And then have 937-562-1907 as your phone number? Yes. All right. All right. You said you wanted to opt out from the auto-enrollment, right? Right. It looks like we still haven't enrolled you, but I can go ahead and do your declination. Okay. All right, you've been declined. You won't be- All right. ... auto-enrolled into anything. All right, thank you. Thank you. Have a nice day. Uh-huh, 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: Yeah, Stephanie. Danna Steventon. I was... didn't want to get that insurance.

Speaker speaker\_0: You didn't want to enroll?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't want the... I don't want the insurance, no.

Speaker speaker\_0: Okay, what staffing agency are you with?

Speaker speaker\_1: Let's see. I am with, uh... Hmm. Uh, we're in Wilmington suit. Um, S-U-R-G-

Speaker speaker\_0: Surge?

Speaker speaker\_1: Surge, yeah.

Speaker speaker\_0: Oh, okay. And then what is the last four of your social?

Speaker speaker\_1: Uh, 3073.

Speaker speaker\_0: And then your first and last name, please?

Speaker speaker\_1: Danna, D-A-N-N-A. Steventon, S-T-E-V-E-N-T-O-N.

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

Speaker speaker\_1: Yeah. Uh, 2... uh, 260 Sycamore Street, Lynchburg, Ohio and then I got a post office box 141, 11/28/55.

Speaker speaker\_0: Okay, thank you. And then that date of birth, please.

Speaker speaker\_1: Do what now?

Speaker speaker\_0: And then your birthday, please?

Speaker speaker\_1: Uh, 11/28/55.

Speaker speaker\_0: Thank you. And then have 937-562-1907 as your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. All right. You said you wanted to opt out from the auto-enrollment, right?

Speaker speaker\_1: Right.

Speaker speaker\_0: It looks like we still haven't enrolled you, but I can go ahead and do your declination.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, you've been declined. You won't be-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... auto-enrolled into anything.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: Uh-huh, bye.