

Transcript: Estefania

Acevedo-5135312841654272-4895559747682304

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, I'm calling to opt out of insurance with 3rd. Okay. Yes, ma'am. Um, I just need the last four of your Social. 6699. And then to make sure that I'm on the correct file, what are la- um, your first and last name? I'm sorry. Um, it's gonna be under Samantha McDaniel or Samantha Little. Okay, Samantha Little. And then I just need your full address and date of birth for security purposes. Yep, 731 Briarwood Drive, Galion, Ohio. Mm-hmm. And my bir- date of birth is 04/06/1990. Thank you. I have 740-914-1268 as your phone number. Is that still up to date? Yes. And then I have J-O-N-C-B 1990 at icloud.com? Yes. Okay, thank you. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment. Is that correct? That, yes, that's correct. I went ahead and proceeded with your declination, so you have been opted out. Okay, perfect. Thank you. Thank you. Have a nice day. You too. 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: Um, I'm calling to opt out of insurance with 3rd.

Speaker speaker_0: Okay. Yes, ma'am. Um, I just need the last four of your Social.

Speaker speaker_1: 6699.

Speaker speaker_0: And then to make sure that I'm on the correct file, what are la- um, your first and last name? I'm sorry.

Speaker speaker_1: Um, it's gonna be under Samantha McDaniel or Samantha Little.

Speaker speaker_0: Okay, Samantha Little. And then I just need your full address and date of birth for security purposes.

Speaker speaker_1: Yep, 731 Briarwood Drive, Galion, Ohio.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And my bir- date of birth is 04/06/1990.

Speaker speaker_0: Thank you. I have 740-914-1268 as your phone number. Is that still up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have J-O-N-C-B 1990 at icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. And then due to 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: That, yes, that's correct.

Speaker speaker_0: I went ahead and proceeded with your declination, so you have been opted out.

Speaker speaker_1: Okay, perfect. Thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye-bye.