

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, hello. Yes, Stephanie. My name's Josh Bankes. I got a message from you guys, uh, saying that I'll be enrolled in your beneficial, beneficial care in 30 days or less. Um, I'm calling to cancel that. Okay. Um, what staffing agency are you with? Uh, Surge Staffing. And then what is the last four of your Social? 8378. And your first and last name, please? Uh, Josh, and then Bankes, with B as in boy, A-N-K-E-S. Okay. For security purposes, can you verify your address and date of birth? Uh, 314 Crestwood Drive, Apartment 35, Willard, Ohio and my date of birth is September 22nd, 1997. Okay, thank you so much. Do you still have the same number on file? 567-805-1250? Yes, ma'am. Okay, thank you. And then you stated that you wanted to opt out from the auto-enrollment? Yeah, I'd just like to... Yeah, I don't, I don't wanna auto enroll, so. Okay. And then do you still have the same email, lyongeeindustries@gmail.com? Yes, ma'am. Okay. Okay. I went ahead and declined your enrollment. You won't be automatically enrolled into anything. Coverage has been declined. All righty. All right. Did you have any other questions for me? Uh, nope, that should be it. All right. Well, I hope you have a great day. Yep, you too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, hello. Yes, Stephanie. My name's Josh Bankes. I got a message from you guys, uh, saying that I'll be enrolled in your beneficial, beneficial care in 30 days or less. Um, I'm calling to cancel that.

Speaker speaker_0: Okay. Um, what staffing agency are you with?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And then what is the last four of your Social?

Speaker speaker_1: 8378.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Uh, Josh, and then Bankes, with B as in boy, A-N-K-E-S.

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

Speaker speaker_1: Uh, 314 Crestwood Drive, Apartment 35, Willard, Ohio and my date of birth is September 22nd, 1997.

Speaker speaker_0: Okay, thank you so much. Do you still have the same number on file? 567-805-1250?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, thank you. And then you stated that you wanted to opt out from the auto-enrollment?

Speaker speaker_1: Yeah, I'd just like to... Yeah, I don't, I don't wanna auto enroll, so.

Speaker speaker_0: Okay. And then do you still have the same email, lyongeeindustries@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Okay. I went ahead and declined your enrollment. You won't be automatically enrolled into anything. Coverage has been declined.

Speaker speaker_1: All righty.

Speaker speaker_0: All right. Did you have any other questions for me?

Speaker speaker_1: Uh, nope, that should be it.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Yep, you too. Thank you.