

## **Transcript: Estefania**

**Acevedo-5177715478151168-5993015402479616**

### **Full Transcript**

Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Uh, I just got a job with Integrity, and they said for me to call you and let you know that I don't need the insurance. Okay. You wanted to opt out from the auto enrollment? Yes, please. Okay. And then I just need the last four of your Social. Um, uh, 8139. And your first and last name, please. Sandra Nelson. Okay. Thank you. Mm-hmm. What was that last name, I'm sorry? Nelson. N-E-L-S-O-N. Okay. Thank you. Uh-huh. Okay. For security purposes, can you verify your address and date of birth? Yes. 1601 Indiana Avenue, Laporte, Indiana and, um, 11/13/1960. Okay. Thank you. Then I have 219-331-5597 as your phone number. Yes. Okay. Thank you. All right. And then you said you wanted to opt out. Mm-hmm. I went ahead and proceeded with your declination. Okay. So you've been opted out from the auto enrollment. Great. Thank you for this. Did you have any questions? No, that's it. You're welcome. I just wanted to take care of it. Thank you so much. Okay. You're welcome. Have nice day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, I just got a job with Integrity, and they said for me to call you and let you know that I don't need the insurance.

Speaker speaker\_0: Okay. You wanted to opt out from the auto enrollment?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. And then I just need the last four of your Social.

Speaker speaker\_1: Um, uh, 8139.

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

Speaker speaker\_1: Sandra Nelson.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: Mm-hmm.

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

Speaker speaker\_1: Nelson. N-E-L-S-O-N.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: Uh-huh.

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

Speaker speaker\_1: Yes. 1601 Indiana Avenue, Laporte, Indiana and, um, 11/13/1960.

Speaker speaker\_0: Okay. Thank you. Then I have 219-331-5597 as your phone number.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Thank you. All right. And then you said you wanted to opt out.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I went ahead and proceeded with your declination.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you've been opted out from the auto enrollment.

Speaker speaker\_1: Great. Thank you for this.

Speaker speaker\_0: Did you have any questions?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: I just wanted to take care of it. Thank you so much.

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

Speaker speaker\_1: You too. Bye-bye.