

## **Transcript: Estefania**

**Acevedo-5290756961419264-6649251577151488**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, um, I would like to opt out on my benefits, which my surge told me to call you guys. Okay, yeah, I can help you with that. Um, what are the last four numbers of your social? 0744. And could I please get your full name, please? Dremia Azbell. You said Karina Aswell? No, Dremia. Dremia. What was that last name? Azbell. A-Z-B-E-L-L. Okay. So, we still don't have your information over, so either we can do two things. I can either go ahead and create that file for you, I would need your full social, full address and all your information, or you can be calling throughout the week to see if we have received it and opt out. It's whatever makes you feel more comfortable. Yeah. Yeah, let's do that. Yeah, I wanna get this over and done with. Okay, I can go ahead and do it. Um, you said you work with Surge, and then what is your full social? 437-63-0744. And then spell that first name for me. D-R-E-A-M-A. And then last name? Um, Azbell. A-Z... A-Z-B-E-L-L. You said A-V-B- A-Z-B-E-L-L. Come on, buddy. Hold on. Hold on. Okay, and then what was your address? 28... Oh my gosh. Yeah, I'm sorry. I just got... 28, uh... Man, hold on. Mm-hmm. I just moved here three months ago and I'm still... I sometimes I gotta double look just to make sure... It's okay. Oh my gosh, Dremia. Hold on. Hey, buddy. Oh. Oh, baby. 28041, that's what I thought. Um, your address? 28- 28041 Cook Road. Mm-hmm. Logan, Ohio. Mm-hmm. 43138. Okay, thank you. You're welcome. Hey. What? And then what's your date of birth? 10/19/1986. What, bubbly? And your email address is optional. Dremiaazbell@gmail.com. It's my first and last name. Are you there? Yes, ma'am. Okay. And then, um, what is a good phone number? Is it the 202... No, I'm sorry, 220-216-3458? Yes. Okay, and due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Yes. Is that correct? Yeah. Okay. I went ahead and did your declination. Um, I don't know if you have any more questions for me. No, that's good. Yeah. Okay, well thank you for your time. I hope you have a great day. You too. Thank you so much. You're welcome. All right, bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, um, I would like to opt out on my benefits, which my surge told me to call you guys.

Speaker speaker\_0: Okay, yeah, I can help you with that. Um, what are the last four numbers of your social?

Speaker speaker\_1: 0744.

Speaker speaker\_0: And could I please get your full name, please?

Speaker speaker\_1: Dremia Azbell.

Speaker speaker\_0: You said Karina Aswell?

Speaker speaker\_1: No, Dremia. Dremia.

Speaker speaker\_0: What was that last name?

Speaker speaker\_1: Azbell. A-Z-B-E-L-L.

Speaker speaker\_0: Okay. So, we still don't have your information over, so either we can do two things. I can either go ahead and create that file for you, I would need your full social, full address and all your information, or you can be calling throughout the week to see if we have received it and opt out. It's whatever makes you feel more comfortable.

Speaker speaker\_1: Yeah. Yeah, let's do that. Yeah, I wanna get this over and done with.

Speaker speaker\_0: Okay, I can go ahead and do it. Um, you said you work with Surge, and then what is your full social?

Speaker speaker\_1: 437-63-0744.

Speaker speaker\_0: And then spell that first name for me.

Speaker speaker\_1: D-R-E-A-M-A.

Speaker speaker\_0: And then last name?

Speaker speaker\_1: Um, Azbell. A-Z... A-Z-B-E-L-L.

Speaker speaker\_0: You said A-V-B-

Speaker speaker\_1: A-Z-B-E-L-L.

Speaker speaker\_0: Come on, buddy. Hold on.

Speaker speaker\_1: Hold on.

Speaker speaker\_0: Okay, and then what was your address?

Speaker speaker\_1: 28... Oh my gosh. Yeah, I'm sorry. I just got... 28, uh... Man, hold on.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I just moved here three months ago and I'm still... I sometimes I gotta double look just to make sure...

Speaker speaker\_0: It's okay.

Speaker speaker\_1: Oh my gosh, Dremia. Hold on. Hey, buddy. Oh. Oh, baby. 28041, that's what I thought.

Speaker speaker\_0: Um, your address? 28-

Speaker speaker\_1: 28041 Cook Road.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Logan, Ohio.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 43138.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: You're welcome. Hey. What?

Speaker speaker\_0: And then what's your date of birth?

Speaker speaker\_1: 10/19/1986. What, bubby?

Speaker speaker\_0: And your email address is optional.

Speaker speaker\_1: Dremiaazbell@gmail.com. It's my first and last name. Are you there?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then, um, what is a good phone number? Is it the 202... No, I'm sorry, 220-216-3458?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Is that correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. I went ahead and did your declination. Um, I don't know if you have any more questions for me.

Speaker speaker\_1: No, that's good. Yeah.

Speaker speaker\_0: Okay, well thank you for your time. I hope you have a great day.

Speaker speaker\_1: You too. Thank you so much.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: All right, bye.