

## **Transcript: Estefania**

**Acevedo-5296114620350464-6363771213889536**

### **Full Transcript**

All right. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? How are you doing, Stephanie? Good. How about you? I'm doing okay. Uh, my name is Bradford Cunningham and I'm working at, um, at Surge and it has me enrolled in the MEC, uh, TeleRx program, I guess? Yes, sir. So the... Yeah, that's the one that they auto enroll you into if you don't call and opt out within the 30 days. Oh, okay. This is the number that I called to... uh, to- Yeah. ... to get un-enrolled or stop it- Yeah. ... or whatever? Yes, sir. Um, I just need the last four of your Social. Yeah, no problem. 9030. And then what's your first and last name? Bradford Cunningham. Okay. For security purposes, can you verify your address and date of birth? Yes. 3106 DeSoto Parkway, Northeast, Fort Payne, uh, 02/25/1985. Okay, thank you. 925-220-0824, your phone number still? Y- yes. Okay, thank you. Okay, so it looks like they went ahead and enrolled you already. Um, so I would have to cancel it. I do have to let you know that cancellations take seven to 10 days to process. So due to that, there is a possibility that you may experience one or two deductions after the cancellation. If you do see two, um, it shouldn't pass two. Okay. All right? But that's been canceled. Okay. Thank you so much. I appreciate you, Stephanie. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: All right. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_1: How are you doing, Stephanie?

Speaker speaker\_0: Good. How about you?

Speaker speaker\_1: I'm doing okay. Uh, my name is Bradford Cunningham and I'm working at, um, at Surge and it has me enrolled in the MEC, uh, TeleRx program, I guess?

Speaker speaker\_0: Yes, sir. So the... Yeah, that's the one that they auto enroll you into if you don't call and opt out within the 30 days.

Speaker speaker\_1: Oh, okay. This is the number that I called to... uh, to-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... to get un-enrolled or stop it-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... or whatever?

Speaker speaker\_0: Yes, sir. Um, I just need the last four of your Social.

Speaker speaker\_1: Yeah, no problem. 9030.

Speaker speaker\_0: And then what's your first and last name?

Speaker speaker\_1: Bradford Cunningham.

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

Speaker speaker\_1: Yes. 3106 DeSoto Parkway, Northeast, Fort Payne, uh, 02/25/1985.

Speaker speaker\_0: Okay, thank you. 925-220-0824, your phone number still?

Speaker speaker\_1: Y- yes.

Speaker speaker\_0: Okay, thank you. Okay, so it looks like they went ahead and enrolled you already. Um, so I would have to cancel it. I do have to let you know that cancellations take seven to 10 days to process. So due to that, there is a possibility that you may experience one or two deductions after the cancellation. If you do see two, um, it shouldn't pass two.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? But that's been canceled.

Speaker speaker\_1: Okay. Thank you so much. I appreciate you, Stephanie.

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

Speaker speaker\_1: You too.