

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is ... Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hey, Stephanie. I was calling because of my son. I work for Integrity, um, and I signed up for insurance by mistake. Well, I didn't opt out for the insurance, so I was told to give you guys a call to let you guys know that I didn't want the insurance so it won't be taken out of my paycheck. Okay. Um, yeah, I can help you with that. What are the last four of your Social? 0580. And your first and last name, please? Latel Mackey. Okay. Okay. I still don't see you in, um, our files. Either I can do two things. Um, well, either of these two things. I can either go ahead and create that file for you. I would need your full information, like your full Social, address, all that. Um, or you could be calling throughout the week to see if they went ahead and sent it to us. Um, it's whatever makes you feel more comfortable though. Um- You're welcome to keep calling throughout the week or we can go ahead and do it, but I would need your entire information for that. Okay. I'd rather do it now so that, um, I don't have to worry about it being taken out of my first check next week. Okay. Um, you said you're with Intre- Integrity Trade Services? Yeah. And then what is your full Social? 343-90-0580. Okay. Thank you. And then your first name? Latel. L-A-T-E-L. And my last name is Mackey. M-A-C-K-E-Y. Okay. Thank you. Um, and then your address please? 944 North Parkside, um, Chicago, Illinois 60651. You said... What was after the 944? North Parkside. North Parkside. Okay. Thank you. ... card while your mobile is branding. And then what is that ZIP code? 60651. And then your date of birth? 12/01/1994. What's a good phone number? 773-255-5087. Thank you. And would you like to provide a email address? It's completely optional. Um, no, thank you. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits through Integrity Trade Services. Is that correct? Uh, yeah. The insurance and the benefits, yes. Okay. Okay. I went ahead and opted you out. Um, I don't know if you have any questions for me. Um, no, that's it. Thank you. I appreciate it. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is ... Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, Stephanie. I was calling because of my son. I work for Integrity, um, and I signed up for insurance by mistake. Well, I didn't opt out for the insurance, so I was told

to give you guys a call to let you guys know that I didn't want the insurance so it won't be taken out of my paycheck.

Speaker speaker_1: Okay. Um, yeah, I can help you with that. What are the last four of your Social?

Speaker speaker_2: 0580.

Speaker speaker_1: And your first and last name, please?

Speaker speaker_2: Latel Mackey.

Speaker speaker_1: Okay. Okay. I still don't see you in, um, our files. Either I can do two things. Um, well, either of these two things. I can either go ahead and create that file for you. I would need your full information, like your full Social, address, all that. Um, or you could be calling throughout the week to see if they went ahead and sent it to us. Um, it's whatever makes you feel more comfortable though.

Speaker speaker_2: Um-

Speaker speaker_1: You're welcome to keep calling throughout the week or we can go ahead and do it, but I would need your entire information for that.

Speaker speaker_2: Okay. I'd rather do it now so that, um, I don't have to worry about it being taken out of my first check next week.

Speaker speaker_1: Okay. Um, you said you're with Intre- Integrity Trade Services?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then what is your full Social?

Speaker speaker_2: 343-90-0580.

Speaker speaker_1: Okay. Thank you. And then your first name?

Speaker speaker_2: Latel. L-A-T-E-L. And my last name is Mackey. M-A-C-K-E-Y.

Speaker speaker_1: Okay. Thank you. Um, and then your address please?

Speaker speaker_2: 944 North Parkside, um, Chicago, Illinois 60651.

Speaker speaker_1: You said... What was after the 944?

Speaker speaker_2: North Parkside.

Speaker speaker_1: North Parkside. Okay. Thank you.

Speaker speaker_3: ... card while your mobile is branding.

Speaker speaker_1: And then what is that ZIP code?

Speaker speaker_2: 60651.

Speaker speaker_1: And then your date of birth?

Speaker speaker_2: 12/01/1994.

Speaker speaker_1: What's a good phone number?

Speaker speaker_2: 773-255-5087.

Speaker speaker_1: Thank you. And would you like to provide a email address? It's completely optional.

Speaker speaker_2: Um, no, thank you.

Speaker speaker_1: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits through Integrity Trade Services. Is that correct?

Speaker speaker_2: Uh, yeah. The insurance and the benefits, yes.

Speaker speaker_1: Okay. Okay. I went ahead and opted you out. Um, I don't know if you have any questions for me.

Speaker speaker_2: Um, no, that's it. Thank you. I appreciate it.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.