

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yes, uh, can I leave you my name, please? Because I'm filling up a student government form that I don't want to part- participate. Okay. So you want to opt out? Uh, I don't want to participate. I don't want- I'm sorry, you're kind of breaking up. Your phone's kind of breaking up. Oh, okay. Can you repeat that? I can't hear you. Yes, I don't want to participate because- Okay, I think I heard you say you don't want to participate. You're kind of cutting off a little bit. No, I... But I don't know. Okay, I'm gonna- Can you give me enrollment cancellation and waiver? Do I click and wait or do I click and publish? Um, I can do your cancellation but I need the name of your staffing agency. It's, uh, Noor, N-O-O-R. And then what are the last four of your Social? 2444. And then, um, is it A-Z-A R-I-A, Nicole Marie? No. No? You said 2444? 2444. Yes. And then what's your first and last name? M-A-R-I-A. And then the last name? B, like Peter. P-H-E-R- I can't, I'm sorry. Um, your, your phone's breaking up. Um, can you repeat that? Peter. P, like peter. E, like elephant. R, like Robert. E, like elephant. Z, like zebra. Okay, um, so you're still not in their system. Well, because I'm filling up. So my question is, if I want to decline, I just click decline, correct? Yes, correct. If you don't want to participate, you would just have to click decline. That's what I need. Okay. Okay. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, uh, can I leave you my name, please? Because I'm filling up a student government form that I don't want to part- participate.

Speaker speaker_0: Okay. So you want to opt out?

Speaker speaker_1: Uh, I don't want to participate. I don't want-

Speaker speaker_0: I'm sorry, you're kind of breaking up. Your phone's kind of breaking up.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Can you repeat that? I can't hear you.

Speaker speaker_1: Yes, I don't want to participate because-

Speaker speaker_0: Okay, I think I heard you say you don't want to participate. You're kind of cutting off a little bit.

Speaker speaker_1: No, I...

Speaker speaker_0: But I don't know. Okay, I'm gonna-

Speaker speaker_1: Can you give me enrollment cancellation and waiver? Do I click and wait or do I click and publish?

Speaker speaker_0: Um, I can do your cancellation but I need the name of your staffing agency.

Speaker speaker_1: It's, uh, Noor, N-O-O-R.

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

Speaker speaker_1: 2444.

Speaker speaker_0: And then, um, is it A-Z-A R-I-A, Nicole Marie?

Speaker speaker_1: No.

Speaker speaker_0: No? You said 2444?

Speaker speaker_1: 2444. Yes.

Speaker speaker_0: And then what's your first and last name?

Speaker speaker_1: M-A-R-I-A.

Speaker speaker_0: And then the last name?

Speaker speaker_1: B, like Peter. P-H-E-R-

Speaker speaker_0: I can't, I'm sorry. Um, your, your phone's breaking up. Um, can you repeat that?

Speaker speaker_1: Peter. P, like peter. E, like elephant. R, like Robert. E, like elephant. Z, like zebra.

Speaker speaker_0: Okay, um, so you're still not in their system.

Speaker speaker_1: Well, because I'm filling up. So my question is, if I want to decline, I just click decline, correct?

Speaker speaker_0: Yes, correct. If you don't want to participate, you would just have to click decline.

Speaker speaker_1: That's what I need. Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.