

## **Transcript: Estefania**

**Acevedo-5455367215824896-5588720179003392**

### **Full Transcript**

Thank you for calling Benefits No Card. My name is Stephanie. How can I assist you? Hello, Stephanie. Um, I was given this number... I, uh, got a job through a, um, staffing agency. Mm-hmm. And they said that I was set up with insurance, but I was told to call you if I wanted to make any changes. Okay. What's the name of the staffing agency? It's, uh, Surge Staffing. And then what are the last four of your Social? 2663. And your first and last name? First name Daniel, last name Wilson. You said 2663? Um, what was that, ma'am? I'm sorry. I'm sorry. You said the last four words 2663? Yeah, 2663. Correct. Okay. Last name Wilson? Last name is Wilson. First name Daniel. Okay. I'm not seeing you in our system, so that means they haven't even sent us your file yet. Were you trying to enroll- Okay. ... or were you trying to opt out from the auto-enrollment? I was trying to opt out from the auto. Okay. So we can do two things. Either I can go ahead and create a file for you, but for that I do need, like, your full Social, your full address, your date of birth, all that information. Or you can call- Okay. ... me throughout the week, um, the following week to see if they went ahead and sent that over to us. But like I said, I can go ahead and create it and opt you out. But whatever makes you feel more comfortable. Yeah, no, I... You know what I think it is, ma'am? Um, today, um, I literally just had a birthday that passed, so I had to go renew my license. So literally just today, I gave her my license, uh, copy. So- Mm-hmm. ... I'll call you back Monday and I, I'm- Okay. ... I'm pretty sure by Monday we'll be able to solve this. Yep, that's fine. Just call and let us know that you wanna opt out from the auto-enrollment. Perfect. Perfect. I appreciate. You've been very helpful. You're welcome. Have a nice day. Yes, ma'am. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits No Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, Stephanie. Um, I was given this number... I, uh, got a job through a, um, staffing agency.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And they said that I was set up with insurance, but I was told to call you if I wanted to make any changes.

Speaker speaker\_0: Okay. What's the name of the staffing agency?

Speaker speaker\_1: It's, uh, Surge Staffing.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 2663.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: First name Daniel, last name Wilson.

Speaker speaker\_0: You said 2663?

Speaker speaker\_1: Um, what was that, ma'am? I'm sorry.

Speaker speaker\_0: I'm sorry. You said the last four words 2663?

Speaker speaker\_1: Yeah, 2663. Correct.

Speaker speaker\_0: Okay. Last name Wilson?

Speaker speaker\_1: Last name is Wilson. First name Daniel.

Speaker speaker\_0: Okay. I'm not seeing you in our system, so that means they haven't even sent us your file yet. Were you trying to enroll-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... or were you trying to opt out from the auto-enrollment?

Speaker speaker\_1: I was trying to opt out from the auto.

Speaker speaker\_0: Okay. So we can do two things. Either I can go ahead and create a file for you, but for that I do need, like, your full Social, your full address, your date of birth, all that information. Or you can call-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... me throughout the week, um, the following week to see if they went ahead and sent that over to us. But like I said, I can go ahead and create it and opt you out. But whatever makes you feel more comfortable.

Speaker speaker\_1: Yeah, no, I... You know what I think it is, ma'am? Um, today, um, I literally just had a birthday that passed, so I had to go renew my license. So literally just today, I gave her my license, uh, copy. So-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I'll call you back Monday and I, I'm-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I'm pretty sure by Monday we'll be able to solve this.

Speaker speaker\_0: Yep, that's fine. Just call and let us know that you wanna opt out from the auto-enrollment.

Speaker speaker\_1: Perfect. Perfect. I appreciate. You've been very helpful.

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

Speaker speaker\_1: Yes, ma'am. You too.