

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Good Assists No Cars. My name is Stephanie. How can I assist you? Uh, I'm calling because I received a text message that says that I was being auto-enrolled with, um, some insurance plan. Mm-hmm. But I don't need... I don't need it, so I was calling to, uh, get it removed. Okay. Uh, what staff and agency are you working with? Uh, Surge. Surge? Okay. And then- Yep. ... what are the last four of your social? Um, 7388. And your first and last name, please? David McCollin. Do you need me to spell the last name? Uh, no. Okay. For- for security purposes, could you please verify the address that we have on file, as well as your date of birth for me? Uh, my date of birth is 10/12/05 and my address is over there at 1346A Elm Street, Camp Hill, 437- uh, 725. And then what's the state? Uh, Ohio. Thank you. Is your phone number still the 260-8981? Yep. And then I have russellphillips93@gmail.com. Yep, that'd be my email. Okay. And then- uh, due to the fact that the call's being recorded, you wanted to opt out from the auto-enrollment. Is that correct? Yes. Okay. I went ahead and opted you out so you won't be auto-enrolled into any of the plans. Did you have any questions for me? Um, nothing that I could think of. That's all I wanted to talk to you. All right. Okay, so I went ahead and opted you out so they won't enroll you into any plans. All right. Well, I hope you have a great day. All right. Thank you. You too. You're welcome. Have a good day. Thank you. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Good Assists No Cars. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, I'm calling because I received a text message that says that I was being auto-enrolled with, um, some insurance plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I don't need... I don't need it, so I was calling to, uh, get it removed.

Speaker speaker_1: Okay. Uh, what staff and agency are you working with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: Surge? Okay. And then-

Speaker speaker_2: Yep.

Speaker speaker_1: ... what are the last four of your social?

Speaker speaker_2: Um, 7388.

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

Speaker speaker_2: David McCollin. Do you need me to spell the last name?

Speaker speaker_1: Uh, no.

Speaker speaker_2: Okay.

Speaker speaker_1: For- for security purposes, could you please verify the address that we have on file, as well as your date of birth for me?

Speaker speaker_2: Uh, my date of birth is 10/12/05 and my address is over there at 1346A Elm Street, Camp Hill, 437- uh, 725.

Speaker speaker_1: And then what's the state?

Speaker speaker_2: Uh, Ohio.

Speaker speaker_1: Thank you. Is your phone number still the 260-8981?

Speaker speaker_2: Yep.

Speaker speaker_1: And then I have russellphillips93@gmail.com.

Speaker speaker_2: Yep, that'd be my email.

Speaker speaker_1: Okay. And then- uh, due to the fact that the call's being recorded, you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I went ahead and opted you out so you won't be auto-enrolled into any of the plans. Did you have any questions for me?

Speaker speaker_2: Um, nothing that I could think of. That's all I wanted to talk to you.

Speaker speaker_1: All right. Okay, so I went ahead and opted you out so they won't enroll you into any plans. All right. Well, I hope you have a great day.

Speaker speaker_2: All right. Thank you. You too.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Have a good day.

Speaker speaker_1: Thank you. You too.