

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bonafide Credit Card. My name is Stephanie. How can I assist you? Hey, this is Mario Perez again. I just called. Uh- Yes, sir. I was suppo- I was supposed to tell you guys, I di- I wasn't supposed to get the- the insurance so when I start working they don't take money off my card. Oh, so you actually didn't wanna enroll? Yeah, yeah, yeah. That's what I was supposed to tell you guys, sorry. Oh, okay. The tent serv- the tent serv- the tent service just called me and told me to tell you guys that. Gotcha. Okay. Um... So it wouldn't charge me for when I get my, when I take money off my card or something. Okay, that's fine. Um, I can go ahead and decline you. So let me- Okay, thank you. You're welcome. Give me one... Okay, so I have declined coverage already. Okay. Um, either way right now you weren't eligible but I went ahead and proceeded with the declination. All right, thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bonafide Credit Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, this is Mario Perez again. I just called. Uh-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I was suppo- I was supposed to tell you guys, I di- I wasn't supposed to get the- the insurance so when I start working they don't take money off my card.

Speaker speaker_0: Oh, so you actually didn't wanna enroll?

Speaker speaker_1: Yeah, yeah, yeah. That's what I was supposed to tell you guys, sorry.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: The tent serv- the tent serv- the tent service just called me and told me to tell you guys that.

Speaker speaker_0: Gotcha. Okay. Um...

Speaker speaker_1: So it wouldn't charge me for when I get my, when I take money off my card or something.

Speaker speaker_0: Okay, that's fine. Um, I can go ahead and decline you. So let me-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Give me one... Okay, so I have declined coverage already.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, either way right now you weren't eligible but I went ahead and proceeded with the declination.

Speaker speaker_1: All right, thank you.

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

Speaker speaker_1: You too.