

Transcript: Estefania

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Full Transcript

Hey, good afternoon. I'm calling from the Assets and Up Card on behalf... How can I help you? Hi, yes, I was calling because, um, when I did my application for this, I wasn't able to decline the insurance. Okay. Did you wanna go ahead and do that? Yes, ma'am. Okay, which staffing agency are you with? Um, it is Integrity Trade Services. And then the last four of your Social? 0159. And your first and last name? Rolisha Walker. For security purposes, can you verify your address and date of birth? My 1134 Villa Street, Racine, Wisconsin, 53403. And my date of birth is December 9th, 1977. 666-625-0843 is your phone number? I'm sorry? And then I have, um, 666-625-0843 as your phone number? Hmm. No, it's 662-508-4346. Okay, thank you. Okay, and then you said that you wanted to opt out from the auto-enrollment? The what? Um, you wanted to decline the coverage? Yes. Okay. All right. I went ahead and proceeded with your declination. Oh. You've been opted out, so you won't be enrolled into anything. Okay. Thank you so much. And if there's anything I can do today- No, I'm good. You're welcome. Have a nice day. Bye-bye.

Conversation Format

Speaker speaker_0: Hey, good afternoon. I'm calling from the Assets and Up Card on behalf... How can I help you?

Speaker speaker_1: Hi, yes, I was calling because, um, when I did my application for this, I wasn't able to decline the insurance.

Speaker speaker_0: Okay. Did you wanna go ahead and do that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, which staffing agency are you with?

Speaker speaker_1: Um, it is Integrity Trade Services.

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

Speaker speaker_1: 0159.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Rolisha Walker.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: My 1134 Villa Street, Racine, Wisconsin, 53403. And my date of birth is December 9th, 1977.

Speaker speaker_0: 666-625-0843 is your phone number?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: And then I have, um, 666-625-0843 as your phone number?

Speaker speaker_1: Hmm. No, it's 662-508-4346.

Speaker speaker_0: Okay, thank you. Okay, and then you said that you wanted to opt out from the auto-enrollment?

Speaker speaker_1: The what?

Speaker speaker_0: Um, you wanted to decline the coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. I went ahead and proceeded with your declination.

Speaker speaker_1: Oh.

Speaker speaker_0: You've been opted out, so you won't be enrolled into anything.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: And if there's anything I can do today-

Speaker speaker_1: No, I'm good.

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

Speaker speaker_1: Bye-bye.