

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I was trying to opt out of the benefits. Okay. Yes, sir. Um, what's the staffing agency that you're with right now? Um, it's Surge. And then what are the last four of your Social? 4727. Okay. For security purposes, do you mind verifying, um, your full address and your date of birth? Yes. It's 9261 Fairview Road. Okay. What city and state? Uh, Mount Vernon, Ohio. And then what's your date of birth? Uh, 4/7/'94. Is your phone number still 740-462-20... Yes. And then I have your email address as austingoldshell@gmail.com. Is that still up to date? Yes. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct? Yes. Okay. I went ahead and proceed with the declination. You have been opted out. Um, do you have any more questions for me? Oh, no, that's all. Thank you. You are... Hello? Y- yes, thank you. Have a nice day. You've been opted out. You too. Thank you. Mm-hmm. All right, thank you. You're welcome. Bye-bye. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. I was trying to opt out of the benefits.

Speaker speaker_1: Okay. Yes, sir. Um, what's the staffing agency that you're with right now?

Speaker speaker_2: Um, it's Surge.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 4727.

Speaker speaker_1: Okay. For security purposes, do you mind verifying, um, your full address and your date of birth?

Speaker speaker_2: Yes. It's 9261 Fairview Road.

Speaker speaker_1: Okay. What city and state?

Speaker speaker_2: Uh, Mount Vernon, Ohio.

Speaker speaker_1: And then what's your date of birth?

Speaker speaker_2: Uh, 4/7/'94.

Speaker speaker_1: Is your phone number still 740-462-20...

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your email address as austingoldshell@gmail.com. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I went ahead and proceed with the declination. You have been opted out. Um, do you have any more questions for me?

Speaker speaker_2: Oh, no, that's all. Thank you.

Speaker speaker_1: You are...

Speaker speaker_2: Hello?

Speaker speaker_1: Y- yes, thank you. Have a nice day. You've been opted out.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye-bye.