

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Hello? Hey. How can I help you? Hey, uh, it's... My name is A-M-A-K-I-T-E-K-I-T, my last name, Akitekit. Uh, I'm working with the- Mohar Golf Course. ... Mohar Golf Course. And you're wanting to opt out of your health insurance. Yeah. I want to cancel my health insurance. Okay. Um, I'm sorry, what was the name of that staffing agency again? Mm. American... What's the- American Staffing Corp. Okay. American Staffing Corp. And then what are the last four of your Social? 0526. Okay. Thank you. And then your first and last name, please. My first name is A-M. Mm-hmm. And my last name is- And then is it last name A-K-I-T-E-K-I-T? Yes. Okay. Yes. For security purposes, can you verify your address and date of birth for me? My date of birth is, uh, July 9, 1989. And my address is, uh- 12306 East. ... 12306E . I'm sorry, what was the address? Wait, wait. Let me see if I remember it. 3019 30. What was that address? Sorry. Um, actually... 603- Mm-hmm. Okay. ... East 57 Street North. Yeah. Okay. And then, um, what was the city and the state, please? Oh, Tulsa, Oklahoma. Okay. You were kinda breaking up a little bit in your address, so I kinda got only half of your address. You said 603 and what was the remaining? 603 E. 57- Mm-hmm. ... Street, North. Okay, thank you. Then I have 808-420-4873 as your phone number. Yes. Okay. And then I have, um, your last name, the number 89 at gmail.com. Is that up-to-date? Yes. Okay. All right, give me one second. Okay. So, it looks like you have a pending enrollment already, um, so I can go ahead and cancel that, but since it was pending already, there is a possibility that you may experience a deduction. Probably one or two before that's canceled. Okay. So, I went ahead and can- I went ahead and canceled that, but I did wanna tell you, since you have a pending enrollment, there is a possibility that you may experience, um, a deduction or two. But I went ahead and, and canceled that for you, okay? Okay, thank you. You're welcome. Did you have any other questions for me? No, no. That's all. Appreciate it. Thank you. Okay. Well, I hope you have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello?

Speaker speaker_0: Hey. How can I help you?

Speaker speaker_1: Hey, uh, it's... My name is A-M-A-K-I-T-E-K-I-T, my last name, Akitekit. Uh, I'm working with the-

Speaker speaker_2: Mohar Golf Course.

Speaker speaker_1: ... Mohar Golf Course.

Speaker speaker_2: And you're wanting to opt out of your health insurance.

Speaker speaker_1: Yeah. I want to cancel my health insurance.

Speaker speaker_0: Okay. Um, I'm sorry, what was the name of that staffing agency again?

Speaker speaker_1: Mm. American... What's the-

Speaker speaker_2: American Staffing Corp.

Speaker speaker_0: Okay.

Speaker speaker_1: American Staffing Corp.

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

Speaker speaker_1: 0526.

Speaker speaker_0: Okay. Thank you. And then your first and last name, please.

Speaker speaker_1: My first name is A-M.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And my last name is-

Speaker speaker_0: And then is it last name A-K-I-T-E-K-I-T?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

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

Speaker speaker_1: My date of birth is, uh, July 9, 1989. And my address is, uh-

Speaker speaker_2: 12306 East.

Speaker speaker_1: ... 12306E .

Speaker speaker_0: I'm sorry, what was the address?

Speaker speaker_1: Wait, wait. Let me see if I remember it.

Speaker speaker_2: 3019 30.

Speaker speaker_0: What was that address?

Speaker speaker_1: Sorry. Um, actually... 603-

Speaker speaker_0: Mm-hmm. Okay.

Speaker speaker_1: ... East 57 Street North. Yeah.

Speaker speaker_0: Okay. And then, um, what was the city and the state, please?

Speaker speaker_1: Oh, Tulsa, Oklahoma.

Speaker speaker_0: Okay. You were kinda breaking up a little bit in your address, so I kinda got only half of your address. You said 603 and what was the remaining?

Speaker speaker_1: 603 E. 57-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Street, North.

Speaker speaker_0: Okay, thank you. Then I have 808-420-4873 as your phone number.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have, um, your last name, the number 89 at gmail.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, give me one second. Okay. So, it looks like you have a pending enrollment already, um, so I can go ahead and cancel that, but since it was pending already, there is a possibility that you may experience a deduction. Probably one or two before that's canceled.

Speaker speaker_1: Okay.

Speaker speaker_0: So, I went ahead and can- I went ahead and canceled that, but I did wanna tell you, since you have a pending enrollment, there is a possibility that you may experience, um, a deduction or two. But I went ahead and, and canceled that for you, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Did you have any other questions for me?

Speaker speaker_1: No, no. That's all. Appreciate it. Thank you.

Speaker speaker_0: Okay. Well, I hope you have a great day.

Speaker speaker_1: You too. Bye.