

Transcript: Estefania

Acevedo-5656157870669824-6153044625244160

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? I'm, I wanna talk to her. I'm sorry? Hi, this is... Yes, my name is Angela Morrison. I'm calling on behalf of my husband, Joshua Palmer. Um, we're trying to opt out of the, uh, Benefits in a Card thing for Surge. Okay. I can do that. I just need him to give me, like, a verbal consent that, um, I can get, um, his file with you giving me the information about social. Okay. You can just step aside and talk to her. You can talk to her. Okay, thank you. All right. Um, what is the last four of his social? What's the last four of your social? 7533. 7533. Okay, thank you. And then, what was the last name? Palmer. P-A-L-M-E-R. Okay, thank you. For security purposes, could you verify the address that I have on file, as well as the date of birth? Yeah. It's 260 Chalet Drive, Greenville, Alabama 36037. And the birthday is 02-25-1983. Thank you. And then, I have 334-530-4025 as the phone number on file. Is that up to date? Uh, can you say that number again? Um, 334-530-4025. No. Can I say it? It's 534-662-2907. Thank you. Then I have palmerjosh56@gmail.com. Is that up to date? Yes, ma'am. And then, due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes, please. Yes. Okay. I went ahead and declined his coverage, so you've been opted out. Okay. Thank you so much, ma'am. Have a great day. Thank you. Have a nice day. You too. Bye.

Conversation Format

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

Speaker speaker_1: I'm, I wanna talk to her.

Speaker speaker_0: I'm sorry?

Speaker speaker_2: Hi, this is... Yes, my name is Angela Morrison. I'm calling on behalf of my husband, Joshua Palmer. Um, we're trying to opt out of the, uh, Benefits in a Card thing for Surge.

Speaker speaker_0: Okay. I can do that. I just need him to give me, like, a verbal consent that, um, I can get, um, his file with you giving me the information about social.

Speaker speaker_2: Okay. You can just step aside and talk to her.

Speaker speaker_1: You can talk to her.

Speaker speaker_0: Okay, thank you. All right. Um, what is the last four of his social?

Speaker speaker_2: What's the last four of your social?

Speaker speaker_1: 7533.

Speaker speaker_2: 7533.

Speaker speaker_0: Okay, thank you. And then, what was the last name?

Speaker speaker_2: Palmer. P-A-L-M-E-R.

Speaker speaker_0: Okay, thank you. For security purposes, could you verify the address that I have on file, as well as the date of birth?

Speaker speaker_2: Yeah. It's 260 Chalet Drive, Greenville, Alabama 36037. And the birthday is 02-25-1983.

Speaker speaker_0: Thank you. And then, I have 334-530-4025 as the phone number on file. Is that up to date?

Speaker speaker_2: Uh, can you say that number again?

Speaker speaker_0: Um, 334-530-4025.

Speaker speaker_2: No.

Speaker speaker_1: Can I say it? It's 534-662-2907.

Speaker speaker_0: Thank you. Then I have palmerjosh56@gmail.com. Is that up to date?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And then, due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_2: Yes, please. Yes.

Speaker speaker_0: Okay. I went ahead and declined his coverage, so you've been opted out.

Speaker speaker_2: Okay. Thank you so much, ma'am. Have a great day.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_2: You too. Bye.