

Transcript: Estefania

Acevedo-5850029442646016-5179952317775872

Full Transcript

Hello. Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you? Um, I'm trying to do my thing online for Surge, and it's saying that I can't go further past the benefit thing. Okay. Were you trying to enroll or decline? I want to decline, for real. Um, I just need the last four of your Social. 2159. And then what's your first and last name? Tamika Dyer. Okay. Give me one second. Sorry, my system's kinda slow. That's okay, honey. Okay. Can you please verify your address and date of birth for me? 212 Clay Street, Andalusia, Alabama. And my date of birth is August 18th, 1980. Thank you. Then I have 334-804-1599 as your phone number. Yes, ma'am. All right. And then I do have... Your first name, last name, 1980 at gmail.com, is that up-to-date? Yep, that's it. And then due to the fact that the call has been recorded you stated that you wanted to opt out from the auto-enrollment? Yes. All right. I went ahead and declined your coverage. You won't be automatically enrolled into anything anymore. Okay. Thank you. You're welcome. Have a nice day. Yeah, well, do- you too.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Um, I'm trying to do my thing online for Surge, and it's saying that I can't go further past the benefit thing.

Speaker speaker_1: Okay. Were you trying to enroll or decline?

Speaker speaker_0: I want to decline, for real.

Speaker speaker_1: Um, I just need the last four of your Social.

Speaker speaker_0: 2159.

Speaker speaker_1: And then what's your first and last name?

Speaker speaker_0: Tamika Dyer.

Speaker speaker_1: Okay. Give me one second. Sorry, my system's kinda slow.

Speaker speaker_0: That's okay, honey.

Speaker speaker_1: Okay. Can you please verify your address and date of birth for me?

Speaker speaker_0: 212 Clay Street, Andalusia, Alabama. And my date of birth is August 18th, 1980.

Speaker speaker_1: Thank you. Then I have 334-804-1599 as your phone number.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. And then I do have... Your first name, last name, 1980 at gmail.com, is that up-to-date?

Speaker speaker_0: Yep, that's it.

Speaker speaker_1: And then due to the fact that the call has been recorded you stated that you wanted to opt out from the auto-enrollment?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. I went ahead and declined your coverage. You won't be automatically enrolled into anything anymore.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_0: Yeah, well, do- you too.