

Transcript: Estefania

Acevedo-5880045740015616-5041684297072640

Full Transcript

Thank you for contacting Benefits and a Card. My name is Stephanie. How can I assist you? Uh, yeah. Uh, this is Cindy Ford. Uh, me and my husband wanted to opt out on the health insurance. Okay. Yeah, ma'am, I can help you with that. Um, what second agency do you work for? Serge. And then what are the last four of your social? 8203. Thank you. And then your first and last name. Cindy Ford? Ford. Okay. For security purposes, can you verify your address and your date of birth? 208 West Douglas Street, Apartment 2, Wapakoneta, Ohio 45895. Okay. And then what was that date of birth? I'm sorry. 5-15-73. Is 567-418-1953 your phone number? Yeah. And then I have your first name period ford 2021@gmail.com. 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? The health insurance? Yes, ma'am. Yeah, me and my husband. Okay. Um, I went ahead and opted you out. I do need permission from your husband to get in the file. Um, since the call's being recorded, I need, I do need verbal permission. Okay. Um, he's at work right now, so... I don't know. If he'll just have to call or... Hmm.

Conversation Format

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

Speaker speaker_1: Uh, yeah. Uh, this is Cindy Ford. Uh, me and my husband wanted to opt out on the health insurance.

Speaker speaker_0: Okay. Yeah, ma'am, I can help you with that. Um, what second agency do you work for?

Speaker speaker_1: Serge.

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

Speaker speaker_1: 8203.

Speaker speaker_0: Thank you. And then your first and last name. Cindy Ford?

Speaker speaker_1: Ford.

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

Speaker speaker_1: 208 West Douglas Street, Apartment 2, Wapakoneta, Ohio 45895.

Speaker speaker_0: Okay. And then what was that date of birth? I'm sorry.

Speaker speaker_1: 5-15-73.

Speaker speaker_0: Is 567-418-1953 your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have your first name period ford 2021@gmail.com. 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_1: The health insurance?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah, me and my husband.

Speaker speaker_0: Okay. Um, I went ahead and opted you out. I do need permission from your husband to get in the file. Um, since the call's being recorded, I need, I do need verbal permission.

Speaker speaker_1: Okay. Um, he's at work right now, so... I don't know. If he'll just have to call or... Hmm.