

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? Yes. Um, I received a call from Chris, um, concerning my benefits, medical. Okay. Okay. Um, what staff and agency do you work for? Uh, AmeriStaff. And then, what are the last four of your Social? It's 3449. For security purposes, could you please verify your address as well as your date of birth? Um, 1404 Roundabout Road, Martinsville, Virginia. And you said my birth date? Yes, sir. It's on June 15th, 1968. Thank you. Is your phone number still available? 336-287-7717? 17, correct. 7717. Okay. All right. Thank you. And then I have your last name, your first name, @gmail.com as your email file? Correct. Okay. Um, give me one second while I review your account. Okay. Thank you. Thank you for hold, sir. So, it looks like the reason why they called you was, um, to ask you if you wanted to enroll into the benefits or if you wanted to decline it? I want to decline it. Okay. Give me... All right. Sir, that's all really I needed from you. Um, do you have any questions for me? No. No, ma'am. Thank you. You're welcome. Have a nice day. Uh, you too.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Yes. Um, I received a call from Chris, um, concerning my benefits, medical.

Speaker speaker_0: Okay. Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Uh, AmeriStaff.

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

Speaker speaker_1: It's 3449.

Speaker speaker_0: For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_1: Um, 1404 Roundabout Road, Martinsville, Virginia. And you said my birth date?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: It's on June 15th, 1968.

Speaker speaker_0: Thank you. Is your phone number still available? 336-287-7717?

Speaker speaker_1: 17, correct. 7717.

Speaker speaker_0: Okay. All right. Thank you. And then I have your last name, your first name, @gmail.com as your email file?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, give me one second while I review your account.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you for hold, sir. So, it looks like the reason why they called you was, um, to ask you if you wanted to enroll into the benefits or if you wanted to decline it?

Speaker speaker_1: I want to decline it.

Speaker speaker_0: Okay. Give me... All right. Sir, that's all really I needed from you. Um, do you have any questions for me?

Speaker speaker_1: No. No, ma'am. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Uh, you too.