

## **Transcript: Estefania**

**Acevedo-6074200678776832-6546146147221504**

### **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? Yeah. Um, I just need to, um, opt out of the, um, the insur- insurance, whatever. Okay. I got it fixed. Um, yeah. Yes, ma'am. Um, what staffing agency are you with? Surge. And then what, for security... I'm sorry. Could you please, um, provide me the last four of your Social? Yeah. 9757. For security purposes, could you please verify your full address and your date of birth, please? Yeah. Um, it's 187 East Street, Asheville, Ohio, 43103. And the name is Alexis Raelynn. Okay. And what is your Social Security number? 7899. Sorry. Okay. Thank you. Is your phone number still 740-600-7542? Yeah. And then I have alexis, R-A-E-L-Y-N-N, 17 at gmail.com? Yep. Okay. And then for the fact that the call is being recorded, you stated that you wanted to be opt out from the auto enrollment? Yes, please. Okay. All right. I went ahead and proceeded with that opt out. Um, did you have any questions? Um, nope, I don't think so. All right. Well, I hope you have a great day. Thank you. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yeah. Um, I just need to, um, opt out of the, um, the insur- insurance, whatever.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I got it fixed. Um, yeah.

Speaker speaker\_1: Yes, ma'am. Um, what staffing agency are you with?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And then what, for security... I'm sorry. Could you please, um, provide me the last four of your Social?

Speaker speaker\_2: Yeah. 9757.

Speaker speaker\_1: For security purposes, could you please verify your full address and your date of birth, please?

Speaker speaker\_2: Yeah. Um, it's 187 East Street, Asheville, Ohio, 43103. And the name is Alexis Raelynn.

Speaker speaker\_1: Okay. And what is your Social Security number?

Speaker speaker\_2: 7899. Sorry.

Speaker speaker\_1: Okay. Thank you. Is your phone number still 740-600-7542?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then I have alexis, R-A-E-L-Y-N-N, 17 at gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. And then for the fact that the call is being recorded, you stated that you wanted to be opt out from the auto enrollment?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. All right. I went ahead and proceeded with that opt out. Um, did you have any questions?

Speaker speaker\_2: Um, nope, I don't think so.

Speaker speaker\_1: All right. Well, I hope you have a great day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Bye.