

## **Transcript: Estefania**

**Acevedo-6120777725722624-4523954250661888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, my name is Stephanie. How can I assist you? Yeah, I'm calling because I received a text message saying that I'm going to automatically be enrolled, I guess, in y'all's medical, um, plan or whatever. No, I'm not. Don't put me on y'all medical, like... Okay, yeah. What staffing agency are you currently working with? It would be- Yes. ... just your staffing agency. Which one right now? Surge. Surge. Surge? Okay. What is the last four of your social? Zero, nine, zero, zero. I'm sorry. I'm having trouble hearing you. Did you say zero, nine, zero, zero? Yes. Okay, thank you. What's your first and last name? Andres Hilton. For security purposes, could you verify your address as well as your date of birth? Um, 29801 Travblu Drive, Pilot Plains, Georgia 30127. And, um, 5771. Is your phone number still the 504-648-7326? Yes. Okay. And then I have imagogogetpa1717@gmail.com. Yes. Is that still up to date? Yeah. Okay. And then due to the fact that the call's been recorded, you stated that you wanted to opt out from being enrolled into any healthcare benefits. Is that correct? Yes. Okay. I went ahead and received your declination. Do you have any more questions for me? No. Okay. Thank you for calling. I hope you have a great day. You as well.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, my name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, I'm calling because I received a text message saying that I'm going to automatically be enrolled, I guess, in y'all's medical, um, plan or whatever. No, I'm not. Don't put me on y'all medical, like...

Speaker speaker\_0: Okay, yeah. What staffing agency are you currently working with? It would be-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... just your staffing agency. Which one right now?

Speaker speaker\_1: Surge. Surge.

Speaker speaker\_0: Surge? Okay. What is the last four of your social?

Speaker speaker\_1: Zero, nine, zero, zero.

Speaker speaker\_0: I'm sorry. I'm having trouble hearing you. Did you say zero, nine, zero, zero?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you. What's your first and last name?

Speaker speaker\_1: Andres Hilton.

Speaker speaker\_0: For security purposes, could you verify your address as well as your date of birth?

Speaker speaker\_1: Um, 29801 Travblu Drive, Pilot Plains, Georgia 30127. And, um, 5771.

Speaker speaker\_0: Is your phone number still the 504-648-7326?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then I have imagogogetpa1717@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Is that still up to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And then due to the fact that the call's been recorded, you stated that you wanted to opt out from being enrolled into any healthcare benefits. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I went ahead and received your declination. Do you have any more questions for me?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Thank you for calling. I hope you have a great day.

Speaker speaker\_1: You as well.