

## **Transcript: Estefania**

**Acevedo-6150263785439232-6184581245222912**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello, my name is Maxwell Knupple. I was calling because I was told that I needed to call this number to opt out of benefits. Yes, sir. Um, what staffing agency are you with? Serge. Okay. And then what are the last four of your social? 0958. And your first and last name? Maxwell Knupple, K-n-u-p-p-l-e. How long have you been with, um... give me one second while I make sure I... Yeah. How long have you... Did you just start? I did. I just started. Okay. You're still not in our system. Um, either we can do two things. I can go ahead and create a file for you and go ahead and opt you out from the enrollment. Um, but for that, I do need your full social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're welcome to give us a call throughout the week to see if we have received that. But it's your choice. I- I'm comfortable doing that. ... can go ahead and create a file. Okay. Yeah, I'm comfortable with that. All right. Let's see. All right, and I just need your social please. Okay, that's going to be 641580958. Okay, thank you. And then you said your name was Maxwell? Yes, ma'am. Maxwell Knupple. Can you spell your last name? Yes, ma'am. It's K-n-u-p-p-l-e. Okay, thank you. And then the address. 600 Plainfield Road, West Lafayette, Ohio. It's, uh, apartment 101. And 43845 is the zip code. Okay. And then what was that zip code again, I'm sorry? 43845. And your date of birth, please? 09/30/1997. Is this a good phone number to put on file? Yes, ma'am. The 740- 022? Okay. All right, and then did you want to provide a email? Um, yeah, sure. My email- Okay. ... is just maxwellknupple-Mm-hmm. ... @gmail.com. Okay. And then due to the fact being rec- do- the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment. Is that correct? Yes, ma'am. The benefits, absolutely. Okay. All right. I went ahead and proceeded with your declination. You've been opted out from the healthcare benefits. Did you have any questions? No, ma'am. Thank you so much. You're welcome. Have a nice day. And you as well. Bye.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, my name is Maxwell Knupple. I was calling because I was told that I needed to call this number to opt out of benefits.

Speaker speaker\_0: Yes, sir. Um, what staffing agency are you with?

Speaker speaker\_1: Serge.

Speaker speaker\_0: Okay. And then what are the last four of your social?

Speaker speaker\_1: 0958.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Maxwell Knupple, K-n-u-p-p-l-e.

Speaker speaker\_0: How long have you been with, um... give me one second while I make sure I... Yeah. How long have you... Did you just start?

Speaker speaker\_1: I did. I just started.

Speaker speaker\_0: Okay. You're still not in our system. Um, either we can do two things. I can go ahead and create a file for you and go ahead and opt you out from the enrollment. Um, but for that, I do need your full social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're welcome to give us a call throughout the week to see if we have received that. But it's your choice. I-

Speaker speaker\_1: I'm comfortable doing that.

Speaker speaker\_0: ... can go ahead and create a file. Okay.

Speaker speaker\_1: Yeah, I'm comfortable with that.

Speaker speaker\_0: All right. Let's see. All right, and I just need your social please.

Speaker speaker\_1: Okay, that's going to be 641580958.

Speaker speaker\_0: Okay, thank you. And then you said your name was Maxwell?

Speaker speaker\_1: Yes, ma'am. Maxwell Knupple.

Speaker speaker\_0: Can you spell your last name?

Speaker speaker\_1: Yes, ma'am. It's K-n-u-p-p-l-e.

Speaker speaker\_0: Okay, thank you. And then the address.

Speaker speaker\_1: 600 Plainfield Road, West Lafayette, Ohio. It's, uh, apartment 101. And 43845 is the zip code.

Speaker speaker\_0: Okay. And then what was that zip code again, I'm sorry?

Speaker speaker\_1: 43845.

Speaker speaker\_0: And your date of birth, please?

Speaker speaker\_1: 09/30/1997.

Speaker speaker\_0: Is this a good phone number to put on file?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: The 740- 022? Okay. All right, and then did you want to provide a email?

Speaker speaker\_1: Um, yeah, sure. My email-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... is just maxwellknupple-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... @gmail.com.

Speaker speaker\_0: Okay. And then due to the fact being rec- do- 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: Yes, ma'am. The benefits, absolutely.

Speaker speaker\_0: Okay. All right. I went ahead and proceeded with your declination. You've been opted out from the healthcare benefits. Did you have any questions?

Speaker speaker\_1: No, ma'am. Thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: And you as well. Bye.