

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 Car. And my name is Stephanie. How can I assist you? Hey. Um, I'm currently working through Surge Staffing and I need to, um, decline benefits. Okay. Yeah, I can help you. Um- Okay. What is the last four numbers of your Social? 3650. And your first name and last name please. Claire Holbrook. Okay. For security purposes, could you please verify your address as well as your date of birth for me? Uh-huh. It's 2515 Northeast Expressway, Northeast, Atlanta 30345. And date of birth is 9-28-62. Okay. Thank you. Is your phone number 678-378-9334? It is, but that phone's not on right now, so I'm using a different number, so. Okay. Do you want me to update it or leave it how it is? Um, is anybody gonna be calling me in the, in the near future? No. - Yeah, okay. This is if you opt out. Okay. Yeah, leave it. 'Cause that is my real phone, it's just not on right now. Okay. And then I have btsi.holbrook@yelp.com as your email info. Yeah. Okay. And then- And you can... Mm-hmm. And then for the- Can I... For... Since the call's been recorded, you stated that you wanted to opt out from receiving any of the benefits. Correct. Uh-huh. Okay. I have "Proceed with your declination. You have been opted out." Okay. Did you have any more questions for me? Nope, that was it. All right. Well, thank you for your time. I hope you have a great day. You too. Thank you so much. Thank you. Bye. Bye-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 Car. And my name is Stephanie. How can I assist you?

Speaker speaker_2: Hey. Um, I'm currently working through Surge Staffing and I need to, um, decline benefits.

Speaker speaker_1: Okay. Yeah, I can help you. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: What is the last four numbers of your Social?

Speaker speaker_2: 3650.

Speaker speaker_1: And your first name and last name please.

Speaker speaker_2: Claire Holbrook.

Speaker speaker_1: Okay. For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_2: Uh-huh. It's 2515 Northeast Expressway, Northeast, Atlanta 30345. And date of birth is 9-28-62.

Speaker speaker_1: Okay. Thank you. Is your phone number 678-378-9334?

Speaker speaker_2: It is, but that phone's not on right now, so I'm using a different number, so.

Speaker speaker_1: Okay. Do you want me to update it or leave it how it is?

Speaker speaker_2: Um, is anybody gonna be calling me in the, in the near future?

Speaker speaker_1: No. -

Speaker speaker_2: Yeah, okay.

Speaker speaker_1: This is if you opt out. Okay.

Speaker speaker_2: Yeah, leave it. 'Cause that is my real phone, it's just not on right now.

Speaker speaker_1: Okay. And then I have btsi.holbrook@yelp.com as your email info.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then-

Speaker speaker_2: And you can...

Speaker speaker_1: Mm-hmm. And then for the-

Speaker speaker_2: Can I...

Speaker speaker_1: For... Since the call's been recorded, you stated that you wanted to opt out from receiving any of the benefits.

Speaker speaker_2: Correct. Uh-huh.

Speaker speaker_1: Okay. I have "Proceed with your declination. You have been opted out."

Speaker speaker_2: Okay.

Speaker speaker_1: Did you have any more questions for me?

Speaker speaker_2: Nope, that was it.

Speaker speaker_1: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker_2: You too. Thank you so much.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye-bye.