

## **Transcript: Estefania**

**Acevedo-6222698744954880-5255166227693568**

### **Full Transcript**

Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you? Um, my new job told me to contact this number to, like, opt in or out, uh, health insurance so they don't start making deductions from my check. Okay. What staffing agency is this? Uh, Integrity, I think. Okay. And then, what are the last four of your social? 9052. And your first and last name? Axel Martinez. A-X-E-L. Okay. So you're still not in the system. Either we can do two things. I can go ahead and create a file for you and go ahead and opt you out, but I do need your full social, full address, all that information. If you don't feel comfortable doing that over the phone, you're welcome to keep calling throughout the week to see if we received your file. Um, you must've just started, right? 'Cause I don't see- Yeah. This, this is my third day working there. Yeah. So they still haven't sent us your information. Either we can go ahead and create a file and I'll opt you out like that, or you can be calling throughout the week to see if we received your information already. But it's your choice. Um, I'll just call tomorrow. If not, I'll just, I'll just, uh, make a file tomorrow j- I'm still new. Okay, that's fine. Okay. All right. Than- All right. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Um, my new job told me to contact this number to, like, opt in or out, uh, health insurance so they don't start making deductions from my check.

Speaker speaker\_0: Okay. What staffing agency is this?

Speaker speaker\_1: Uh, Integrity, I think.

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

Speaker speaker\_1: 9052.

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

Speaker speaker\_1: Axel Martinez. A-X-E-L.

Speaker speaker\_0: Okay. So you're still not in the system. Either we can do two things. I can go ahead and create a file for you and go ahead and opt you out, but I do need your full social, full address, all that information. If you don't feel comfortable doing that over the phone,

you're welcome to keep calling throughout the week to see if we received your file. Um, you must've just started, right? 'Cause I don't see-

Speaker speaker\_1: Yeah. This, this is my third day working there.

Speaker speaker\_0: Yeah. So they still haven't sent us your information. Either we can go ahead and create a file and I'll opt you out like that, or you can be calling throughout the week to see if we received your information already. But it's your choice.

Speaker speaker\_1: Um, I'll just call tomorrow. If not, I'll just, I'll just, uh, make a file tomorrow j- I'm still new.

Speaker speaker\_0: Okay, that's fine. Okay.

Speaker speaker\_1: All right. Than- All right. Thank you.

Speaker speaker\_0: Thank you.