

## **Transcript: Estefania**

**Acevedo-6222971376680960-6147142437224448**

### **Full Transcript**

Thank you for calling the Temps Staff Tenno Card. My name is Stephanie. How can I assist you? Um, yes, I, uh, work for Temp Staff and we're using your services, and I just got a, uh, a text saying that, uh, about the benefits to, uh, enroll or decline. And I'm trying to get on our website to decline it, and it's not letting me. Okay. I- So it's because I don't want to ... Gotcha. Um, you said you're with Temp Staff? Yes, ma'am. Um... All right, so I can do it for you. Let's see. Um, and then what are the last four of your Social? Uh, 0762. Six two? 0762. I'm sorry, did you say 0762? You were... Yes, ma'am. 0762, yeah. All right, let's see. How long have you been with them? Um, I've been with them for a while, but I just came back to them, so I've been... This is my first week. Gotcha. Well, no, my second week at the job, yes. I still don't see you in the system, um, under that Social that you provided. So we can do one thing. Um, either we can go ahead and create a file for you and go ahead and opt you out from the auto enrollment or you can be calling throughout the week to see if we've received your file. Um, if I do create a file for you though, I do need your full Social, full address, date of birth. 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 information. But I don't have you in the system yet. Okay, because I probably just... Okay. Okay, that's fine. We can go ahead and, um, do it on the phone. Okay. All right. So... And then I'm ready for your Social. Uh, 587-4907-62. Okay, and then what's your first name? First name is Lathero. That's L-A-T-H-E-R-O. Last name Collier, C-O-L-L-I-E-R. Okay, thank you, sir. And then your address, please? 117 Sherwood Drive, Brandon, Mississippi, 39447. And then, I'm sorry, what was that ZIP code? 39047. Okay, and then your birthday? 12/11/78. And then is this a good number to reach at? Yeah. The 585-360-9807? Yes. Okay. And then what's a good email address? Um, it's my last name. Okay. And then my first name 04 at gmail.com. Okay, and then due to the call being recorded, you stated that you wanted to decline the coverage? Yes. Okay. All right, sir. So coverage has been declined. You have been opted out from the auto enrollment. Okay. Thank you very much. Do you have any other questions for me? You're welcome. Uh, no, ma'am. You've been a great help, and I hope you have a great weekend. Thank you. Thank you. You too. Have a nice day. All right. Bye-bye. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling the Temps Staff Tenno Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Um, yes, I, uh, work for Temp Staff and we're using your services, and I just got a, uh, a text saying that, uh, about the benefits to, uh, enroll or decline. And I'm trying to get on our website to decline it, and it's not letting me.

Speaker speaker\_0: Okay. I-

Speaker speaker\_1: So it's because I don't want to ...

Speaker speaker\_2: Gotcha. Um, you said you're with Temp Staff?

Speaker speaker\_1: Yes, ma'am. Um...

Speaker speaker\_2: All right, so I can do it for you. Let's see. Um, and then what are the last four of your Social?

Speaker speaker\_1: Uh, 0762.

Speaker speaker\_2: Six two?

Speaker speaker\_1: 0762.

Speaker speaker\_2: I'm sorry, did you say 0762? You were...

Speaker speaker\_1: Yes, ma'am. 0762, yeah.

Speaker speaker\_2: All right, let's see. How long have you been with them?

Speaker speaker\_1: Um, I've been with them for a while, but I just came back to them, so I've been... This is my first week.

Speaker speaker\_2: Gotcha.

Speaker speaker\_1: Well, no, my second week at the job, yes.

Speaker speaker\_2: I still don't see you in the system, um, under that Social that you provided. So we can do one thing. Um, either we can go ahead and create a file for you and go ahead and opt you out from the auto enrollment or you can be calling throughout the week to see if we've received your file. Um, if I do create a file for you though, I do need your full Social, full address, date of birth. 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 information. But I don't have you in the system yet.

Speaker speaker\_1: Okay, because I probably just... Okay. Okay, that's fine. We can go ahead and, um, do it on the phone.

Speaker speaker\_2: Okay. All right. So... And then I'm ready for your Social.

Speaker speaker\_1: Uh, 587-4907-62.

Speaker speaker\_2: Okay, and then what's your first name?

Speaker speaker\_1: First name is Lathero. That's L-A-T-H-E-R-O. Last name Collier, C-O-L-L-I-E-R.

Speaker speaker\_2: Okay, thank you, sir. And then your address, please?

Speaker speaker\_1: 117 Sherwood Drive, Brandon, Mississippi, 39447.

Speaker speaker\_2: And then, I'm sorry, what was that ZIP code?

Speaker speaker\_1: 39047.

Speaker speaker\_2: Okay, and then your birthday?

Speaker speaker\_1: 12/11/78.

Speaker speaker\_2: And then is this a good number to reach at?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: The 585-360-9807?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. And then what's a good email address?

Speaker speaker\_1: Um, it's my last name.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then my first name 04 at gmail.com.

Speaker speaker\_2: Okay, and then due to the call being recorded, you stated that you wanted to decline the coverage?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All right, sir. So coverage has been declined. You have been opted out from the auto enrollment.

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_2: Do you have any other questions for me? You're welcome.

Speaker speaker\_1: Uh, no, ma'am. You've been a great help, and I hope you have a great weekend. Thank you.

Speaker speaker\_2: Thank you. You too. Have a nice day.

Speaker speaker\_1: All right. Bye-bye. You too.