

Transcript: Estefania

Acevedo-6247380333936640-6388426053304320

Full Transcript

Yes, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, um, I've got a text message to my phone just now from, um, you know, for Surge, for working with Surge about Benefits in a Card. Um, I'm not... I'm, I did, think I did- ... did it already before when I first started, but I'm trying to make sure that it went through, that I, um, I opted out. I opted out of all the, um, benefits, whatever they had going for me. Okay, yeah, I can check. So you just didn't- Yeah. You wanted to make sure that you weren't enrolled into anything, right? Yeah, I'm, yeah, I'm just making sure, yeah. Okay. Um, I just need the last four of your Social, and then you said you work with Surge? Yes. Okay. So the last four of my Social is 3680. And your first and last name? Robert Thomas IV. You said 3680? Uh-huh. Okay. Robert Thomas? Yes. Okay, and then I just need you to verify your address and date of birth, please. Address, 2258 Afton Avenue. Um, date of birth, August 26, 1981. And then what was that city and state? Richmond, Virginia. 804-528-7192 is your phone number? Yes. Okay, and then I have your first name. Robert. Mothermail@gmail.com? You said wha- what is that? Oh, you talking about the, um, email? Mm-hmm. My email is robtomotheremail@gmail.com. Okay, thank you. And then I can go ahead and opt you. So you haven't been enrolled into anything, but just to be on the safe side, I can go ahead and decline your auto enrollment. Okay, yeah, that, that's fine. That's what I, that's what I was trying to do, yeah. Okay, I went ahead and did that. Oh, so you actually did decline it on February the 6th, but I just did it- Okay, that's all- ... again just to be sure. Yeah, okay. Just to be sure, yeah, just to be sure- Mm-hmm. ... 'cause I just received a text message about five minutes ago. Yeah, so those are friendly re- reminders that y- you'll be getting, but you have been, um, de- opted out from the auto enrollment. Okay. Mm-hmm. All right. Okay, that's all. You have any other- That's all I wanted. ... questions? Okay. Um, no, that's it. That's it. Have a good one. Great. Okay, you, too. Thank you. Bye. All right.

Conversation Format

Speaker speaker_0: Yes, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, um, I've got a text message to my phone just now from, um, you know, for Surge, for working with Surge about Benefits in a Card. Um, I'm not... I'm, I did, think I did- ... did it already before when I first started, but I'm trying to make sure that it went through, that I, um, I opted out. I opted out of all the, um, benefits, whatever they had going for me.

Speaker speaker_0: Okay, yeah, I can check. So you just didn't-

Speaker speaker_1: Yeah.

Speaker speaker_0: You wanted to make sure that you weren't enrolled into anything, right?

Speaker speaker_1: Yeah, I'm, yeah, I'm just making sure, yeah.

Speaker speaker_0: Okay. Um, I just need the last four of your Social, and then you said you work with Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: So the last four of my Social is 3680.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Robert Thomas IV.

Speaker speaker_0: You said 3680?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Robert Thomas?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then I just need you to verify your address and date of birth, please.

Speaker speaker_1: Address, 2258 Afton Avenue. Um, date of birth, August 26, 1981.

Speaker speaker_0: And then what was that city and state?

Speaker speaker_1: Richmond, Virginia.

Speaker speaker_0: 804-528-7192 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then I have your first name.

Speaker speaker_1: Robert.

Speaker speaker_0: Mothermail@gmail.com?

Speaker speaker_1: You said wha- what is that? Oh, you talking about the, um, email?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: My email is robtomotheremail@gmail.com.

Speaker speaker_0: Okay, thank you. And then I can go ahead and opt you. So you haven't been enrolled into anything, but just to be on the safe side, I can go ahead and decline your

auto enrollment.

Speaker speaker_1: Okay, yeah, that, that's fine. That's what I, that's what I was trying to do, yeah.

Speaker speaker_0: Okay, I went ahead and did that. Oh, so you actually did decline it on February the 6th, but I just did it-

Speaker speaker_1: Okay, that's all-

Speaker speaker_0: ... again just to be sure.

Speaker speaker_1: Yeah, okay. Just to be sure, yeah, just to be sure-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 'cause I just received a text message about five minutes ago.

Speaker speaker_0: Yeah, so those are friendly re- reminders that y- you'll be getting, but you have been, um, de- opted out from the auto enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. All right.

Speaker speaker_1: Okay, that's all.

Speaker speaker_0: You have any other-

Speaker speaker_1: That's all I wanted.

Speaker speaker_0: ... questions? Okay.

Speaker speaker_1: Um, no, that's it. That's it.

Speaker speaker_0: Have a good one. Great. Okay, you, too.

Speaker speaker_1: Thank you. Bye. All right.