

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. So I was calling to, uh, cancel a medical insurance. Okay. What staffing agency? Search Staffing. And what are the last four of your Social? Give me just a minute. All right. So... Now, what... Uh, can you... Sorry. Are, are you able to hear me? Yes. Can you hear me? Hello? Mm-hmm. Can you hear me? Hello? Yes, I can hear you. Um, I was asking, what are the last four of your Social? The last four are 8-6-4-3. And then your first and last name. It's Alvaro Castaneda. Okay. Want me to spell it out? No. It's okay. And then, can you please verify your address and date of birth for security purposes? My address is 1420 South Fountain Avenue. Okay. And my date of birth is, my date of birth is, uh, January 15th, 2005. Mm-hmm. And then what was the city and the state? Uh, Springfield, Ohio. I have pho- phone number 937-925-6487. Is that correct? Yep. And then, I have your first name period M-E-R-I-D-A 1998 at gmail.com. Is that up-to-date? Alvaro dot... What, what was that again? What's your email? Can you repeat it? What's your email? My email? Mm-hmm. It's Alvaro.Merida, M-E-R-I-D-A. A? Yeah, I think so. 1997. Okay. I think it's 1997, 1998. I have 1998. It's 1998, then. Okay. And then, um, you still don't have active coverage, but if you want me to go ahead and decline the auto enrollment, I can go ahead and do that. Yeah. Decline the auto en- enrollment. Okay. So you've been opted out. Coverage has been declined. Did you have any other questions? Uh, that'll be it. Okay. So you've been declined. Have a nice day. All right. Thank you. You, too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi. So I was calling to, uh, cancel a medical insurance.

Speaker speaker_0: Okay. What staffing agency?

Speaker speaker_1: Search Staffing.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Give me just a minute. All right. So...

Speaker speaker_0: Now, what... Uh, can you... Sorry. Are, are you able to hear me?

Speaker speaker_1: Yes. Can you hear me? Hello?

Speaker speaker_0: Mm-hmm. Can you hear me? Hello?

Speaker speaker_1: Yes, I can hear you.

Speaker speaker_0: Um, I was asking, what are the last four of your Social?

Speaker speaker_1: The last four are 8-6-4-3.

Speaker speaker_0: And then your first and last name.

Speaker speaker_1: It's Alvaro Castaneda.

Speaker speaker_0: Okay.

Speaker speaker_1: Want me to spell it out?

Speaker speaker_0: No. It's okay. And then, can you please verify your address and date of birth for security purposes?

Speaker speaker_1: My address is 1420 South Fountain Avenue.

Speaker speaker_0: Okay.

Speaker speaker_1: And my date of birth is, my date of birth is, uh, January 15th, 2005.

Speaker speaker_0: Mm-hmm. And then what was the city and the state?

Speaker speaker_1: Uh, Springfield, Ohio.

Speaker speaker_0: I have pho- phone number 937-925-6487. Is that correct?

Speaker speaker_1: Yep.

Speaker speaker_0: And then, I have your first name period M-E-R-I-D-A 1998 at gmail.com. Is that up-to-date?

Speaker speaker_1: Alvaro dot... What, what was that again?

Speaker speaker_0: What's your email?

Speaker speaker_1: Can you repeat it?

Speaker speaker_0: What's your email?

Speaker speaker_1: My email?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's Alvaro.Merida, M-E-R-I-D-A.

Speaker speaker_0: A? Yeah, I think so.

Speaker speaker_1: 1997.

Speaker speaker_0: Okay.

Speaker speaker_1: I think it's 1997, 1998.

Speaker speaker_0: I have 1998.

Speaker speaker_1: It's 1998, then.

Speaker speaker_0: Okay. And then, um, you still don't have active coverage, but if you want me to go ahead and decline the auto enrollment, I can go ahead and do that.

Speaker speaker_1: Yeah. Decline the auto en- enrollment.

Speaker speaker_0: Okay. So you've been opted out. Coverage has been declined. Did you have any other questions?

Speaker speaker_1: Uh, that'll be it.

Speaker speaker_0: Okay. So you've been declined. Have a nice day.

Speaker speaker_1: All right. Thank you. You, too.

Speaker speaker_0: Thank you.