

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Yeah. Um, I got enroll- well, I got a job with uh, Surge and I got a text saying that I was gonna get auto-enrolled. Uh-huh. Would you like to enroll or would you like to opt out? Opt out. Okay. Uh, what are the last four numbers of your social? 4042. For security purposes, I will need you to verify your full address as well as your date of birth. 1001 Hayden Place, apartment six, and what else? And your date of birth? March 22nd, 2006. Okay. And then what was that city and state? Logan, Ohio. Okay. Is your phone number still the 614-999-6272? Yep. Okay. Then I have your first name, last name- Yeah. ... 202 at gmail.com. Is that still up to date? Yep. Okay. Um, due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Staffing. Is that correct? Yeah. Okay. I went ahead and proceeded for your, your declination. Do you have any more questions for me? You have been declined. No, ma'am. Okay. Thank you for calling. I hope you have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah. Um, I got enroll- well, I got a job with uh, Surge and I got a text saying that I was gonna get auto-enrolled.

Speaker speaker_1: Uh-huh. Would you like to enroll or would you like to opt out?

Speaker speaker_2: Opt out.

Speaker speaker_1: Okay. Uh, what are the last four numbers of your social?

Speaker speaker_2: 4042.

Speaker speaker_1: For security purposes, I will need you to verify your full address as well as your date of birth.

Speaker speaker_2: 1001 Hayden Place, apartment six, and what else?

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 22nd, 2006.

Speaker speaker_1: Okay. And then what was that city and state?

Speaker speaker_2: Logan, Ohio.

Speaker speaker_1: Okay. Is your phone number still the 614-999-6272?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Then I have your first name, last name-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... 202 at gmail.com. Is that still up to date?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Staffing. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I went ahead and proceeded for your, your declination. Do you have any more questions for me? You have been declined.

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. Thank you for calling. I hope you have a great day.

Speaker speaker_2: You too.