

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I'm calling to, um, decline my coverage. Okay. Yeah, I can help you with that. Um, what's the name of the staffing agency that you're with? Carlton, Carlton Staffing. Okay. And then, what is the last four of your social? 4458. Thank you. Thank you. Give me one second. No problem, thank you. How long have you been with them? I just started. This is my first, like, week. Oh, gotcha. Okay. So, I still don't see them... see you in their system. Okay. Either we can do two things. Either you could be calling throughout the week, or, um, I can go ahead and create a file for you. But for that, I do need your full social, email address, all that information, and I'll go ahead and decline you from receiving any coverage. But it's whatever makes you feel more comfortable. Okay. Um, I'll give, um, the staffing agency a call or send them an email. Mm-hmm. And then I'll probably reach back out to y'all- Okay. Yeah, that's fine. ... whenever I have an update. Thank you so much though. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I'm calling to, um, decline my coverage.

Speaker speaker_0: Okay. Yeah, I can help you with that. Um, what's the name of the staffing agency that you're with?

Speaker speaker_1: Carlton, Carlton Staffing.

Speaker speaker_0: Okay. And then, what is the last four of your social?

Speaker speaker_1: 4458.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Give me one second.

Speaker speaker_1: No problem, thank you.

Speaker speaker_0: How long have you been with them?

Speaker speaker_1: I just started. This is my first, like, week.

Speaker speaker_0: Oh, gotcha. Okay. So, I still don't see them... see you in their system.

Speaker speaker_1: Okay.

Speaker speaker_0: Either we can do two things. Either you could be calling throughout the week, or, um, I can go ahead and create a file for you. But for that, I do need your full social, email address, all that information, and I'll go ahead and decline you from receiving any coverage. But it's whatever makes you feel more comfortable.

Speaker speaker_1: Okay. Um, I'll give, um, the staffing agency a call or send them an email.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then I'll probably reach back out to y'all-

Speaker speaker_0: Okay. Yeah, that's fine.

Speaker speaker_1: ... whenever I have an update. Thank you so much though.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.