Transcript: Estefania Acevedo-6344352043319296-4707014494076928

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? Yes, ma'am. I, I got a text from Surge saying that I would automatically be enrolled to, into the Benefits in a Card if I, if I didn't want them to call. Okay. And that's it. Okay, so you wanted to opt out? Yeah, 'cause I, I have... Is, does this has something to do with health insurance? Correct. Yeah, I have my own health insurance, so I, I don't, I don't need that taken out of my check. Okay. Um, what are the last four of your Social? 9146. And then, what's your first and last name? My first name is Todd, T-O-D-D. Last name Tomlinson, T-O-M-L-I-N-S-O-N. For security purposes, could you please verify your address and your date of birth? My address is 5020 North Woodland Avenue, Kansas City, Missouri, 64118, and my date of birth is 5/14/1969. Is your phone number 913-596-6879? Yes, ma'am. Then I have your first name, last name, 14... You left out com as email info. Is that correct? Yes. And for the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits through Surge- Yeah. ... backing up. Correct? Yeah. If they, they automatically do that, I, I don't want that. Okay. I went ahead and proceeded with your declination. Um, you've been opted from receiving any benefits. Did you have any questions? Uh, no, 'cause I, I'm, I'm just... Like I said, I got my own insurance, so I, I need all the little change I can get off my check. Okay. Yes, sir. Yeah. Okay. Well, I did it already. You're good to go. All right, thank you. I hope you have a great day. You too. Thank you. Thank you. Yeah.

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: Yes, ma'am. I, I got a text from Surge saying that I would automatically be enrolled to, into the Benefits in a Card if I, if I didn't want them to call.

Speaker speaker_0: Okay.

Speaker speaker_1: And that's it.

Speaker speaker_0: Okay, so you wanted to opt out?

Speaker speaker_1: Yeah, 'cause I, I have... Is, does this has something to do with health insurance?

Speaker speaker_0: Correct.

Speaker speaker_1: Yeah, I have my own health insurance, so I, I don't, I don't need that taken out of my check.

Speaker speaker_0: Okay. Um, what are the last four of your Social?

Speaker speaker_1: 9146.

Speaker speaker_0: And then, what's your first and last name?

Speaker speaker_1: My first name is Todd, T-O-D-D. Last name Tomlinson, T-O-M-L-I-N-S-O-N.

Speaker speaker_0: For security purposes, could you please verify your address and your date of birth?

Speaker speaker_1: My address is 5020 North Woodland Avenue, Kansas City, Missouri, 64118, and my date of birth is 5/14/1969.

Speaker speaker_0: Is your phone number 913-596-6879?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Then I have your first name, last name, 14... You left out com as email info. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And for the fact that the call's being recorded, you stated that you wanted to opt out from receiving any benefits through Surge-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... backing up. Correct?

Speaker speaker_1: Yeah. If they, they automatically do that, I, I don't want that.

Speaker speaker_0: Okay. I went ahead and proceeded with your declination. Um, you've been opted from receiving any benefits. Did you have any questions?

Speaker speaker_1: Uh, no, 'cause I, I'm, I'm just... Like I said, I got my own insurance, so I, I need all the little change I can get off my check.

Speaker speaker_0: Okay. Yes, sir. Yeah. Okay. Well, I did it already. You're good to go.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: I hope you have a great day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yeah.