

## **Transcript: Estefania**

**Acevedo-6377969796956160-6416001732362240**

### **Full Transcript**

Hello, thank you for calling Benefits in a Card, my name is Could you repeat that? Hello, thank you for calling Benefits in a Card, my name is Stephanie, how can I assist you? Um, I was calling to, um- How may I help you? They told me to call this number to opt out. Okay, which benefits agency is it? I'm with Serge. And then what are the last four of your social? 6873. And your first and last name? You want me to spell it or say it? You can just say it. Denijah Bundrage. Okay. All right, for security processes, can you verify your address and date of birth? 4133 Shearwater Drive. My date of birth, 11/21/2006. And then what's the year, um, I'm sorry, what's the city and the state? Macon, Georgia. 478-901-6373 is your phone number? Yes. I have your first name, last name, @gmail.com, is that up to date? Can you say it again? Um, I have your first name, last name, @gmail.com, is that still a valid email? Yes. Okay. Um, and then due to the fact that the call's been recorded, you stated that you wanted to opt out from the auto enrollment? Mm-hmm. Okay. I went ahead and proceeded with your declination. You've been opted out. Oh. Did you have any oth- Could you say that one more time? I did proceed with a declination, so you've been opted out. They won't enroll you into anything. All right. Thank you. Have a nice day. You too, thank you.

### **Conversation Format**

Speaker speaker\_0: Hello, thank you for calling Benefits in a Card, my name is

Speaker speaker\_1: Could you repeat that?

Speaker speaker\_0: Hello, thank you for calling Benefits in a Card, my name is Stephanie, how can I assist you?

Speaker speaker\_1: Um, I was calling to, um-

Speaker speaker\_0: How may I help you?

Speaker speaker\_1: They told me to call this number to opt out.

Speaker speaker\_0: Okay, which benefits agency is it?

Speaker speaker\_1: I'm with Serge.

Speaker speaker\_0: And then what are the last four of your social?

Speaker speaker\_1: 6873.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: You want me to spell it or say it?

Speaker speaker\_0: You can just say it.

Speaker speaker\_1: Denijah Bundrage.

Speaker speaker\_0: Okay. All right, for security processes, can you verify your address and date of birth?

Speaker speaker\_1: 4133 Shearwater Drive. My date of birth, 11/21/2006.

Speaker speaker\_0: And then what's the year, um, I'm sorry, what's the city and the state?

Speaker speaker\_1: Macon, Georgia.

Speaker speaker\_0: 478-901-6373 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I have your first name, last name, @gmail.com, is that up to date?

Speaker speaker\_1: Can you say it again?

Speaker speaker\_0: Um, I have your first name, last name, @gmail.com, is that still a valid email?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, and then due to the fact that the call's been recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. I went ahead and proceeded with your declination. You've been opted out.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Did you have any oth-

Speaker speaker\_1: Could you say that one more time?

Speaker speaker\_0: I did proceed with a declination, so you've been opted out. They won't enroll you into anything.

Speaker speaker\_1: All right.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: You too, thank you.