

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits CenterCard. My name is Stephanie. How can I assist you? Hi, yes, I was calling to, um, the... So I work with the Five Below Company, Surge. And they told me- Mm-hmm. ... I would have to call you guys to un-enroll myself from the he- uh, from the health benefits record. Oh, okay. Yes, ma'am. And that takes \$15 from the check. Yeah. I just need the last four of your Social. 4623. Should be Layla Scott. Okay. And then can you repeat that last name? Scott. Just to make sure. Okay. Okay, for security purposes, can you verify your address and date of birth? 291 Plantation Century Drive, Macon, Georgia 31210 and then 11/27/2006. Okay, thank you. And then I have 912-571-0592 as your phone number. Yes, ma'am. Okay. And then I have scottlayla@gmail.com as your email on file. Is that up to date? Yes. Okay. And then you said that you wanted to opt out from the auto-enrollment? Yeah, that's the one that takes the \$15- Yes, ma'am. Mm-hmm. Correct. Yes, okay. Okay. So you have been declined. They won't enroll you into any of the benefits. Okie dokie. Thank you so much. You're welcome. I hope you have a great day. Happy weekend. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, yes, I was calling to, um, the... So I work with the Five Below Company, Surge. And they told me-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I would have to call you guys to un-enroll myself from the he- uh, from the health benefits record.

Speaker speaker_0: Oh, okay. Yes, ma'am.

Speaker speaker_1: And that takes \$15 from the check.

Speaker speaker_0: Yeah. I just need the last four of your Social.

Speaker speaker_1: 4623. Should be Layla Scott.

Speaker speaker_0: Okay. And then can you repeat that last name?

Speaker speaker_1: Scott.

Speaker speaker_0: Just to make sure. Okay. Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: 291 Plantation Century Drive, Macon, Georgia 31210 and then 11/27/2006.

Speaker speaker_0: Okay, thank you. And then I have 912-571-0592 as your phone number.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then I have scottlayla@gmail.com as your email on file. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then you said that you wanted to opt out from the auto-enrollment?

Speaker speaker_1: Yeah, that's the one that takes the \$15-

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: Correct. Yes, okay.

Speaker speaker_0: Okay. So you have been declined. They won't enroll you into any of the benefits.

Speaker speaker_1: Okie dokie. Thank you so much.

Speaker speaker_0: You're welcome. I hope you have a great day. Happy weekend.

Speaker speaker_1: You too. Bye.