

## **Transcript: Estefania**

**Acevedo-6431845882445824-5301300700037120**

### **Full Transcript**

Thank you for calling Benefit Toner Card. My name is Stephanie. How can I assist you? Yeah, my name is Oliver Knight. Um, I'm calling to opt out of the insurance. Auto en- Okay. Uh, what's that agency are you currently with? Uh, Surge. And what are the last four of your social? Um, three, five, four, three. Yeah. Okay. And your first and last name, please? Oliver Knight. For security purposes, can you please verify your address and date of birth? It's, uh, 2661 County Highway 34, Althena, Alabama, three, five, nine, five, two. Okay, thank you. And then I have 256-570-7504 as your phone number? Yes, ma'am. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment? Correct. Okay. I proceed and opted you out, so you won't be enrolled into any of the coverage. All right, thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Toner Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, my name is Oliver Knight. Um, I'm calling to opt out of the insurance.

Speaker speaker\_0: Auto en- Okay. Uh, what's that agency are you currently with?

Speaker speaker\_1: Uh, Surge.

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

Speaker speaker\_1: Um, three, five, four, three. Yeah.

Speaker speaker\_0: Okay. And your first and last name, please?

Speaker speaker\_1: Oliver Knight.

Speaker speaker\_0: For security purposes, can you please verify your address and date of birth?

Speaker speaker\_1: It's, uh, 2661 County Highway 34, Althena, Alabama, three, five, nine, five, two.

Speaker speaker\_0: Okay, thank you. And then I have 256-570-7504 as your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I proceed and opted you out, so you won't be enrolled into any of the coverage.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.