

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 Car. My name is Stephanie. How can I assist you? Yes, I was calling to ask you to take... I don't want no benefits. I just got hired on from Surge and they call- they told me to call you guys to let you guys know I don't want any benefits taken out. Okay. So you want to opt out? Yes, please. Okay. Um, I just need the last four of your Social. 0744. And then what is your first and last name? Dreama Azvello. Thank you. You said 0744? Yes. And then that first name and last name again? Dreama Azvello. D-R-E-A-M-A A-Z-V-E-L-L. How long have you been with them? Um, I just got hired on. I started yesterday with my job. Oh, okay. So, you're still not in our files yet. So you either can do two things. You could be calling throughout the week to see if we have received your information, or I can go ahead and create a file for you. But to do that, I do need your full address, full social. Um, it's whatever you'd feel more comfortable with. You're welcome to keep calling throughout the week or I can go ahead and do it. Okay. Um, I'll just call you throughout the week. Okay. Um, because, uh, it shouldn't be able to hit like... Um, if they haven't done it in the system yet, it shouldn't hit my first paycheck, would it? So, I would be calling throughout the week because they do auto enroll you into that plan. But, um, you get 30 days from the day of receiving your first check. Okay. Um, but I would be calling throughout the week 'cause like I said, I can go ahead and opt you out, but I would need all that information. But- Yeah. Just- ... it's whatever you'd feel comfortable with. Okay. I'll just call back. I'll call back tomorrow. Okay. That's fine. All right. And I'll just give you all that information. Okay. That's fine. All right. Thank you. You're welcome. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I was calling to ask you to take... I don't want no benefits. I just got hired on from Surge and they call- they told me to call you guys to let you guys know I don't want any benefits taken out.

Speaker speaker_1: Okay. So you want to opt out?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. Um, I just need the last four of your Social.

Speaker speaker_2: 0744.

Speaker speaker_1: And then what is your first and last name?

Speaker speaker_2: Dreama Azvello.

Speaker speaker_1: Thank you. You said 0744?

Speaker speaker_2: Yes.

Speaker speaker_1: And then that first name and last name again?

Speaker speaker_2: Dreama Azvello. D-R-E-A-M-A A-Z-V-E-L-L.

Speaker speaker_1: How long have you been with them?

Speaker speaker_2: Um, I just got hired on. I started yesterday with my job.

Speaker speaker_1: Oh, okay. So, you're still not in our files yet. So you either can do two things. You could be calling throughout the week to see if we have received your information, or I can go ahead and create a file for you. But to do that, I do need your full address, full social. Um, it's whatever you'd feel more comfortable with. You're welcome to keep calling throughout the week or I can go ahead and do it.

Speaker speaker_2: Okay. Um, I'll just call you throughout the week.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, because, uh, it shouldn't be able to hit like... Um, if they haven't done it in the system yet, it shouldn't hit my first paycheck, would it?

Speaker speaker_1: So, I would be calling throughout the week because they do auto enroll you into that plan. But, um, you get 30 days from the day of receiving your first check.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I would be calling throughout the week 'cause like I said, I can go ahead and opt you out, but I would need all that information. But-

Speaker speaker_2: Yeah. Just-

Speaker speaker_1: ... it's whatever you'd feel comfortable with.

Speaker speaker_2: Okay. I'll just call back. I'll call back tomorrow.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_2: All right. And I'll just give you all that information.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Goodbye.