

## **Transcript: Estefania**

**Acevedo-6489954999386112-5318801505173504**

### **Full Transcript**

I have a question. I don't understand how this plan works. I don't und- Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Oh, hi. I just got hired today and it said to call this number if I wanted to opt out of the benefits. Okay. Yes, ma'am. Um, what staff and agency are you with? Uh, American, American Staff Corps? Okay. And then what are the last four of your Social? 9346. And your first and last name? Tiffany Adams. You said 9346? Yes. Okay. Give me one second. Okay. So, I still don't see you in their files. It's probably because you... today's your first day. Um, so we can do two things. I can go ahead and create a file for you. For that, I do need your full Social, um, your full address and all that information. So whatever makes you feel more comfortable. Um- Okay, that's fine. ... or you can call in throughout the week to opt out. But I can go ahead and opt you out, but I do need to create a file for you to... Whatever makes you feel more comfortable. Yeah, that's fine. Okay. All right. So, you're with American Staff Corps. And then I just need your full Social. 447-13-9346. Thank you, ma'am. Okay. And then, what's your first and last name? Tiffany Adams. And then your address, please. 605 Rosewood Court, Claremore, Oklahoma 74017. And then what's your date of birth? February 25th, 1996. And your birthday, please. I'm sorry. Not your birthday, your email. Uh, tiffany\_ging, G-I-N-G, @icloud.com. And then, what's a good phone number? Is it the number you're calling from, the 918-899-8814? Yes. Yes. Thank you. And then do you know if the call's being recorded? You stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes. Okay. All right, ma'am. You have been opted out from the auto-enrollment. They won't enroll you into any other plans. Thank you. You're welcome. Did you have any other questions? Nope, that was it. Great. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_1: I have a question. I don't understand how this plan works. I don't und-

Speaker speaker\_2: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Oh, hi. I just got hired today and it said to call this number if I wanted to opt out of the benefits.

Speaker speaker\_2: Okay. Yes, ma'am. Um, what staff and agency are you with?

Speaker speaker\_1: Uh, American, American Staff Corps?

Speaker speaker\_2: Okay. And then what are the last four of your Social?

Speaker speaker\_1: 9346.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: Tiffany Adams.

Speaker speaker\_2: You said 9346?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Give me one second. Okay. So, I still don't see you in their files. It's probably because you... today's your first day. Um, so we can do two things. I can go ahead and create a file for you. For that, I do need your full Social, um, your full address and all that information. So whatever makes you feel more comfortable. Um-

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_2: ... or you can call in throughout the week to opt out. But I can go ahead and opt you out, but I do need to create a file for you to... Whatever makes you feel more comfortable.

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_2: Okay. All right. So, you're with American Staff Corps. And then I just need your full Social.

Speaker speaker\_1: 447-13-9346.

Speaker speaker\_2: Thank you, ma'am. Okay. And then, what's your first and last name?

Speaker speaker\_1: Tiffany Adams.

Speaker speaker\_2: And then your address, please.

Speaker speaker\_1: 605 Rosewood Court, Claremore, Oklahoma 74017.

Speaker speaker\_2: And then what's your date of birth?

Speaker speaker\_1: February 25th, 1996.

Speaker speaker\_2: And your birthday, please. I'm sorry. Not your birthday, your email.

Speaker speaker\_1: Uh, tiffany\_ging, G-I-N-G, @icloud.com.

Speaker speaker\_2: And then, what's a good phone number? Is it the number you're calling from, the 918-899-8814?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_2: Thank you. And then do you know if the call's being recorded? You stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All right, ma'am. You have been opted out from the auto-enrollment. They won't enroll you into any other plans.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: You're welcome. Did you have any other questions?

Speaker speaker\_1: Nope, that was it.

Speaker speaker\_2: Great. Have a nice day.

Speaker speaker\_1: You too.