

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, uh, I got a message from Surge to call this number. Yes, sir. Um, are you trying to opt out from the auto enroll? Opt out? No. Or were you trying to enroll? I guess enroll. Okay. Um, what is the last four of your Social? 3394. And your first and last name? Stewart. S-T-E-W-A-R-T. Mm-hmm. And then Vallew. V-A-L-L-E-W. For security purposes, could you verify address and date of birth? Uh, 1102 East Main Street, Richmond, Kentucky. Uh, date of birth is 02/08/'92. 859-314-5702 is your phone number? Yes, ma'am. And then I have your first name, last name, sixteen@gmail.com. Is that up to date? Yes. And then did you know what plan you wanted to enroll into already? Uh-uh. Okay, so if you want, I can go ahead and send you the benefit guide. The benefit guide has the offer as well all the prices to those plans, um, 'cause- Okay. ... all the plans do have their weekly deductions. So depending on how many plans you select and if you have dependents has a lot to do with how much the deduction is from your paycheck for the selected plan. Okay. And then email you back anyway.

Conversation Format

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

Speaker speaker_1: Uh, uh, I got a message from Surge to call this number.

Speaker speaker_0: Yes, sir. Um, are you trying to opt out from the auto enroll?

Speaker speaker_1: Opt out? No.

Speaker speaker_0: Or were you trying to enroll?

Speaker speaker_1: I guess enroll.

Speaker speaker_0: Okay. Um, what is the last four of your Social?

Speaker speaker_1: 3394.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Stewart. S-T-E-W-A-R-T.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then Vallew. V-A-L-L-E-W.

Speaker speaker_0: For security purposes, could you verify address and date of birth?

Speaker speaker_1: Uh, 1102 East Main Street, Richmond, Kentucky. Uh, date of birth is 02/08/'92.

Speaker speaker_0: 859-314-5702 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your first name, last name, sixteen@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: And then did you know what plan you wanted to enroll into already?

Speaker speaker_1: Uh-uh.

Speaker speaker_0: Okay, so if you want, I can go ahead and send you the benefit guide. The benefit guide has the offer as well all the prices to those plans, um, 'cause-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all the plans do have their weekly deductions. So depending on how many plans you select and if you have dependents has a lot to do with how much the deduction is from your paycheck for the selected plan.

Speaker speaker_1: Okay.

Speaker speaker_0: And then email you back anyway.