

## **Transcript: Estefania**

**Acevedo-6509521659543552-6040751748988928**

### **Full Transcript**

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? I got a message now from you guys for- Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? I need to, uh... Can you hear me? Um, I'm having trouble hearing you. Can you hear me? Can you hear me now? Uh, it sounds like you're far away from the phone. Can you hear me now? Okay, now I can hear you a little better. Can you hear me now? How can I help you? I just wanted to, uh, get auto-enrolled in UC, tell them... I just want to raise all the activity level. Uh, I am still having you tr- um, tr- trouble hearing you but I heard something about the auto-enrollment? Yeah. Um, were you trying to enroll or were you trying to opt out? I was trying to enroll. You said you were trying to opt out? I... Just returning the doc. Well, if it brings him too close, they- I'm sorry. They- I'm having trouble hearing you. I said... Say it again.

### **Conversation Format**

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

Speaker speaker\_1: I got a message now from you guys for-

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

Speaker speaker\_1: I need to, uh... Can you hear me?

Speaker speaker\_0: Um, I'm having trouble hearing you.

Speaker speaker\_1: Can you hear me? Can you hear me now?

Speaker speaker\_0: Uh, it sounds like you're far away from the phone.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: Okay, now I can hear you a little better.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: I just wanted to, uh, get auto-enrolled in UC, tell them... I just want to raise all the activity level.

Speaker speaker\_0: Uh, I am still having you tr- um, tr- trouble hearing you but I heard something about the auto-enrollment?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, were you trying to enroll or were you trying to opt out?

Speaker speaker\_1: I was trying to enroll.

Speaker speaker\_0: You said you were trying to opt out?

Speaker speaker\_1: I... Just returning the doc.

Speaker speaker\_2: Well, if it brings him too close, they-

Speaker speaker\_0: I'm sorry.

Speaker speaker\_2: They-

Speaker speaker\_0: I'm having trouble hearing you.

Speaker speaker\_1: I said... Say it again.