

## **Transcript: Estefania**

**Acevedo-6511673370394624-5157554370035712**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yeah, they was telling me to call to make sure I, uh, let you know I don't want no insurance. An agency are you with? Uh, Surge Staffing. And then what are the last four of your Social? 2761. And your first and last name? Robert Legan, L-E-G-A-N. Okay. And then can you please verify your address and date of birth for me? 1221 Irving Way, Anderson, Indiana, 46016. December 31st, 1969. Okay. Is it 765-620-7595, your phone number? No. Oh, what is it? I cannot... 317-350-3035. Okay. And then due to the fact being recorded, you stated that you wanted to opt out from the auto enrollment? Correct. Okay. I went ahead and proceeded with your declination. You've been opted out, sir. All right, thank you. Thank you. Have a nice day. You too.

### **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, yeah, they was telling me to call to make sure I, uh, let you know I don't want no insurance.

Speaker speaker\_0: An agency are you with?

Speaker speaker\_1: Uh, Surge Staffing.

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

Speaker speaker\_1: 2761.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Robert Legan, L-E-G-A-N.

Speaker speaker\_0: Okay. And then can you please verify your address and date of birth for me?

Speaker speaker\_1: 1221 Irving Way, Anderson, Indiana, 46016. December 31st, 1969.

Speaker speaker\_0: Okay. Is it 765-620-7595, your phone number?

Speaker speaker\_1: No.

Speaker speaker\_0: Oh, what is it? I cannot...

Speaker speaker\_1: 317-350-3035.

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

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I went ahead and proceeded with your declination. You've been opted out, sir.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: You too.