

## **Transcript: Estefania**

**Acevedo-6553095376945152-5816004900765696**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name's Stephanie. How can I assist you? Hey. How you doing? This is, uh, Tyrus Newsome from, uh, Wagner Staffing. And, um, I wanted to set up my benefits. Okay. Did you say you wanted to set up your benefits? Yes. Okay, thank you. What is the last four of your social? 9130. Okay. Um, for security purposes, we want to verify your address as well as your date of birth. Uh, yeah. Uh, it's 5776 Jefferson Ville Road, Dry Branch, Georgia. And the birthday is July 31, 1994. Okay. Is your phone number still 478-973-8891? Yes. And then, I have your email address of xxx@... x- Yeah, it's, uh, blackberry. ...@gmail.com. Um, did you know which folder that you want them to go into, or do you want me to go and... I haven't seen the plans that you sent. Um, can you send the plans, then? Yes. Is that a good email to send it to? Uh, yes, it is. All right. Give me one second. Okay. I went ahead and sent them to your mail- to your email. Do you mind verifying that you received this? I did. One moment. You should have confirmed my email that says info@benefitsinacar.com. You know, I attached the PDF of those plans so that you can... Oh, yes. I can. Okay. Did you want me to go over the plans with you, or did you want to look at them by yourself? Um, I will look at them by myself and, um... Okay. ... I'll get back to you. Um, you have till the 30... You have till the 31st to enroll, okay? It's January. Oh. That's the last day of the 2018 enrollment. So, so January 31st. You can enroll any time before that. All right. Okay? Thank you. All right. You're welcome. Have a nice day. All right, you as well.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Hey. How you doing? This is, uh, Tyrus Newsome from, uh, Wagner Staffing. And, um, I wanted to set up my benefits.

Speaker speaker\_0: Okay. Did you say you wanted to set up your benefits?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you. What is the last four of your social?

Speaker speaker\_1: 9130.

Speaker speaker\_0: Okay. Um, for security purposes, we want to verify your address as well as your date of birth.

Speaker speaker\_1: Uh, yeah. Uh, it's 5776 Jefferson Ville Road, Dry Branch, Georgia. And the birthday is July 31, 1994.

Speaker speaker\_0: Okay. Is your phone number still 478-973-8891?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then, I have your email address of xxx@... x-

Speaker speaker\_1: Yeah, it's, uh, blackberry.

Speaker speaker\_0: ...@gmail.com. Um, did you know which folder that you want them to go into, or do you want me to go and... I haven't seen the plans that you sent.

Speaker speaker\_1: Um, can you send the plans, then?

Speaker speaker\_0: Yes. Is that a good email to send it to?

Speaker speaker\_1: Uh, yes, it is.

Speaker speaker\_0: All right. Give me one second. Okay. I went ahead and sent them to your mail- to your email. Do you mind verifying that you received this?

Speaker speaker\_1: I did. One moment.

Speaker speaker\_0: You should have confirmed my email that says info@benefitsinacar.com. You know, I attached the PDF of those plans so that you can...

Speaker speaker\_1: Oh, yes. I can.

Speaker speaker\_0: Okay. Did you want me to go over the plans with you, or did you want to look at them by yourself?

Speaker speaker\_1: Um, I will look at them by myself and, um...

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I'll get back to you.

Speaker speaker\_0: Um, you have till the 30... You have till the 31st to enroll, okay? It's January.

Speaker speaker\_1: Oh.

Speaker speaker\_0: That's the last day of the 2018 enrollment. So, so January 31st. You can enroll any time before that.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right. You're welcome. Have a nice day.

Speaker speaker\_1: All right, you as well.