

## **Transcript: Estefania**

**Acevedo-6565726221942784-4778126238728192**

### **Full Transcript**

Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hi, I was calling 'cause I just recently, um, got hired. And I wanted to opt out of the, um, medical benefits, so I was told to call this number. Okay. What staffing agency? Um, Carlson Staffing. Okay. And then what are the last four of your Social Security? 5307. And then you said you just started, right? How long has it been? Well, uh, well, I haven't started yet. Um, my- Oh, okay. ... training starts on Monday. Yeah. So you're- But I wanted to try to see if I could... Oh. So you're still not in our f- you're still not in our files. Um. Mm-hmm. Either I can go ahead and create a file for you... I do need your full Social, address, date of birth. Or you can be calling throughout next week to see if we've received it, if you don't feel comfortable giving me your full Social through the phone. Um, but since you haven't, like, started yet, you're still not in here. Okay. I mean, I can just call back next week. Um, and we can try it like that. If not- Okay. ... then we can start it if... Yeah. I just don't want it to come out before, you know. Yeah, no. So since you haven't started, we haven't received anything. But you're welcome to call in next week and then, um, they're just gonna ask you the same questions and if for some reason you're still not in there, 'cause sometimes it does take a while- Mm-hmm. ... um, we can just create it. Okay. That sounds great. But it's your choice. Mm-hmm. I'll call back next week and we'll try next week. Okay. Have a nice day. Thank you. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, I was calling 'cause I just recently, um, got hired. And I wanted to opt out of the, um, medical benefits, so I was told to call this number.

Speaker speaker\_0: Okay. What staffing agency?

Speaker speaker\_1: Um, Carlson Staffing.

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

Speaker speaker\_1: 5307.

Speaker speaker\_0: And then you said you just started, right? How long has it been?

Speaker speaker\_1: Well, uh, well, I haven't started yet. Um, my-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... training starts on Monday.

Speaker speaker\_0: Yeah. So you're-

Speaker speaker\_1: But I wanted to try to see if I could... Oh.

Speaker speaker\_0: So you're still not in our f- you're still not in our files. Um.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Either I can go ahead and create a file for you... I do need your full Social, address, date of birth. Or you can be calling throughout next week to see if we've received it, if you don't feel comfortable giving me your full Social through the phone. Um, but since you haven't, like, started yet, you're still not in here.

Speaker speaker\_1: Okay. I mean, I can just call back next week. Um, and we can try it like that. If not-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... then we can start it if... Yeah. I just don't want it to come out before, you know.

Speaker speaker\_0: Yeah, no. So since you haven't started, we haven't received anything. But you're welcome to call in next week and then, um, they're just gonna ask you the same questions and if for some reason you're still not in there, 'cause sometimes it does take a while-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, we can just create it.

Speaker speaker\_1: Okay. That sounds great.

Speaker speaker\_0: But it's your choice. Mm-hmm.

Speaker speaker\_1: I'll call back next week and we'll try next week.

Speaker speaker\_0: Okay. Have a nice day.

Speaker speaker\_1: Thank you. You too. Bye-bye.