

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, honey, I, I started working for Surge and I already had the insurance through- Mm-hmm. ... work, my wife works for the state and they said that I need to call you so it will not be deducted from my check. Okay. So you wanna opt out from the auto-enrollment that they do? Yes. Okay. Um, what is the last four of your Social Security? 9802. Okay, thank you. And then can I please get your first and last name? Thomas Adkins, A-D-K-I-N-S. Okay. Give me one second. Did you just start working with them? Yes, ma'am. This is my second week. Oh, okay. So we still haven't received your file. Um, either we can do two things. Either you can be calling throughout the week to see if we h- went ahead and received it, or I can go ahead and create a file for you and go ahead and opt you out from the auto-enrollment, but to do that, I do have to get your full Social, your full address and your information. Um, it's whatever you feel more comfortable with doing. You're welcome to keep calling throughout the week and opting out, or I can go ahead and create a file, but I do need that information. Honey, I'm fine with giving you that information. Okay. Um, you said you're with Surge and then I'm ready for that Social. 233-17-9802. Okay. Thank you. And you said your name was Timothy Adkins? Uh, no. Thomas. Oh. T-H-O-M, Thomas. Okay. And then you said Adkins, A-D-K-I-N-S? Yes, ma'am. And then what's your address? It's 8643 State Route 56 East, Circleville, Ohio 40104... Le- uh, let me look real quick. I don't know why I gave you one of my zip codes. Okay. Okay. Get the card out here. The zip code is 43113. Okay. Thank you. Okay, sir. And then what's your date of birth? August 26th, 1963. Okay. Would you like to provide a email address? It is tomandcrash@gmail.com. Um, I'm sorry. You were breaking up a little bit. You said Tom- And crash- Mm-hmm. ... @gmail, @gmail.com. Okay. Thank you. And then is this a good phone number to put down, 740-646-0486? Yes, ma'am. Would you like to add a secondary? Uh, no, honey. That's the only phone I got. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes. Yes. Okay. All right, sir, you've been opted out. You won't be enrolled into any benefits. Um, did you have any- Okay. ... questions? No, ma'am. All right. Well, I hope you have a great day. Thank you for your time. Uh-huh. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, honey, I, I started working for Surge and I already had the insurance through-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... work, my wife works for the state and they said that I need to call you so it will not be deducted from my check.

Speaker speaker_0: Okay. So you wanna opt out from the auto-enrollment that they do?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 9802.

Speaker speaker_0: Okay, thank you. And then can I please get your first and last name?

Speaker speaker_1: Thomas Adkins, A-D-K-I-N-S.

Speaker speaker_0: Okay. Give me one second. Did you just start working with them?

Speaker speaker_1: Yes, ma'am. This is my second week.

Speaker speaker_0: Oh, okay. So we still haven't received your file. Um, either we can do two things. Either you can be calling throughout the week to see if we h- went ahead and received it, or I can go ahead and create a file for you and go ahead and opt you out from the auto-enrollment, but to do that, I do have to get your full Social, your full address and your information. Um, it's whatever you feel more comfortable with doing. You're welcome to keep calling throughout the week and opting out, or I can go ahead and create a file, but I do need that information.

Speaker speaker_1: Honey, I'm fine with giving you that information.

Speaker speaker_0: Okay. Um, you said you're with Surge and then I'm ready for that Social.

Speaker speaker_1: 233-17-9802.

Speaker speaker_0: Okay. Thank you. And you said your name was Timothy Adkins?

Speaker speaker_1: Uh, no. Thomas.

Speaker speaker_0: Oh.

Speaker speaker_1: T-H-O-M, Thomas.

Speaker speaker_0: Okay. And then you said Adkins, A-D-K-I-N-S?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then what's your address?

Speaker speaker_1: It's 8643 State Route 56 East, Circleville, Ohio 40104... Le- uh, let me look real quick. I don't know why I gave you one of my zip codes.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Get the card out here. The zip code is 43113.

Speaker speaker_0: Okay. Thank you. Okay, sir. And then what's your date of birth?

Speaker speaker_1: August 26th, 1963.

Speaker speaker_0: Okay. Would you like to provide a email address?

Speaker speaker_1: It is tomandcrash@gmail.com.

Speaker speaker_0: Um, I'm sorry. You were breaking up a little bit. You said Tom-

Speaker speaker_1: And crash-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... @gmail, @gmail.com.

Speaker speaker_0: Okay. Thank you. And then is this a good phone number to put down, 740-646-0486?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Would you like to add a secondary?

Speaker speaker_1: Uh, no, honey. That's the only phone I got.

Speaker speaker_0: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. All right, sir, you've been opted out. You won't be enrolled into any benefits. Um, did you have any-

Speaker speaker_1: Okay.

Speaker speaker_0: ... questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: Uh-huh. Goodbye.

Speaker speaker_0: Bye.