

## Transcript: VICTORIA

**Taylor-5067228231024640-6157583022080000**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yeah, so a quick question 'cause my staffing firm, um, they recommended me to y'all and they told me that there was an option where I can opt out of it. So, so like I'm, it's not like every paycheck it takes money out? Okay. And what's the name of the agency you work for? It's called, uh, Carlton Staffing. And the last four of your Social? Uh, 3237. Have you received your first paycheck yet? I'll be receiving it this week. Okay. And you are wanting to opt out of the auto enrollment? Yeah. She told me that I can call like in the first three days. She told me to call. Okay. What's your first and last name? Uh, Rene, R-E-N-E. Acosta, A-C-O-S-T-A. A-C-O-S-T-A? Yes. Okay. I'm just having to make a file for you and then- Okay. ... once I get it made, I'll be able to decline the coverage. Okay. Um, what's your full Social? Uh, 63102-3237. Your date of birth? 12/29/2005. And your full mailing address? 7911 Mosewood Street. M-O-S-E-W-O-O-D Street. The city, state and ZIP code? Uh, Houston, Texas 77040. All right, and then what would be a good email? It would be Rene, so R-E-N-E, 865508@gmail.com. R-E-N-E 865508@gmail.com? Yes. Okay. Give me just a few seconds. All righty. So I went ahead and made your file and declined the coverage and you're good to go from here. Okay. Thank you. You're welcome. Have a good day. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Um, yeah, so a quick question 'cause my staffing firm, um, they recommended me to y'all and they told me that there was an option where I can opt out of it. So, so like I'm, it's not like every paycheck it takes money out?

Speaker speaker\_0: Okay. And what's the name of the agency you work for?

Speaker speaker\_1: It's called, uh, Carlton Staffing.

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

Speaker speaker\_1: Uh, 3237.

Speaker speaker\_0: Have you received your first paycheck yet?

Speaker speaker\_1: I'll be receiving it this week.

Speaker speaker\_0: Okay. And you are wanting to opt out of the auto enrollment?

Speaker speaker\_1: Yeah. She told me that I can call like in the first three days. She told me to call.

Speaker speaker\_0: Okay. What's your first and last name?

Speaker speaker\_1: Uh, Rene, R-E-N-E. Acosta, A-C-O-S-T-A.

Speaker speaker\_0: A-C-O-S-T-A?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I'm just having to make a file for you and then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... once I get it made, I'll be able to decline the coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, what's your full Social?

Speaker speaker\_1: Uh, 63102-3237.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: 12/29/2005.

Speaker speaker\_0: And your full mailing address?

Speaker speaker\_1: 7911 Mosewood Street. M-O-S-E-W-O-O-D Street.

Speaker speaker\_0: The city, state and ZIP code?

Speaker speaker\_1: Uh, Houston, Texas 77040.

Speaker speaker\_0: All right, and then what would be a good email?

Speaker speaker\_1: It would be Rene, so R-E-N-E, 865508@gmail.com.

Speaker speaker\_0: R-E-N-E 865508@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me just a few seconds. All righty. So I went ahead and made your file and declined the coverage and you're good to go from here.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.