

Transcript: Priscilla

Torres-5502507600494592-4770250036264960

Full Transcript

Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. How do I help I place your ticket today? Hi, this Kia McCall. Um, I was calling because I had received a text message about, um, insurance. Yes, ma'am. If you don't mind providing me the agency you're working under for and the Social Security number, the last four digits, please? I'm sorry, what was that? The agency, the staffing agency you're working under. Uh, I'm through Megaforce. I work at the Megaforce, at, uh, in Harley. And if you could provide for me the last four digits of your Social Security number, please? It's 6977. Okay. All right. For security purposes can you ensure, um, to ensure I'm on the correct file, can you please verify your full address? It's 149 Woods Avenue and it's in Clio, South Carolina. Okay. What's your first- 29525. Can I have your first and last name, please? I apologize. It's Kia McCall. Okay. And would you also mind verifying the address for me once again, please? It's 149 Woods Avenue that's in Clio, South Carolina, 29525. Did you recently move by any chance or, um, because we have a different address on file. Yes, I recently moved. Okay. What was the past address? It's 621 South Main Avenue, Apartment C6 and it's in Dillon, South Carolina, 29536. Do you want us to update your address on file? You can. Okay. Can you repeat that address once again for me please? 149 Woods Avenue, that's in Clio, South Carolina, 29525. Was that Woods Avenue or West Avenue? Woods. Woods, okay. Well, what's the apartment number? That was 149. And the city's Clayton? I'm sorry, what was that? The city. The city. It's Clio, Clio. Can you spell that out for me? It's C-L-I-O. Okay. All right. The zip code? It's 29525. 29525. Okay. No, two, yeah, 29525. Okay. All right. We have on file a number is 8436219197. Yes. Okay. And we do not have an email here. Uh, could you provide us with an email address? It's my first name last name55@gmail.com. First last 55, okay, @gmail.com. Okay. I have that updated for you. How can I assist you? Okay. Um, I had received a message that said something about auto-enroll and, um, insurance. I don't want insurance. I already have insurance. Okay. So... Okay. Okay. You already declined that, um, the enrollment here. That's what I'm seeing. Okay. So you're not going to be auto enrolled whatsoever. Okay, thank you. You're very welcome. Anything else I can help you with? Not anymore. All right. Thank you for calling Benefits in the Car. Have a wonderful evening. You too. Thank you.

Conversation Format

Speaker speaker_0: Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. How do I help I place your ticket today?

Speaker speaker_1: Hi, this Kia McCall. Um, I was calling because I had received a text message about, um, insurance.

Speaker speaker_0: Yes, ma'am. If you don't mind providing me the agency you're working under for and the Social Security number, the last four digits, please?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: The agency, the staffing agency you're working under.

Speaker speaker_1: Uh, I'm through Megaforce. I work at the Megaforce, at, uh, in Harley.

Speaker speaker_0: And if you could provide for me the last four digits of your Social Security number, please?

Speaker speaker_1: It's 6977.

Speaker speaker_0: Okay. All right. For security purposes can you ensure, um, to ensure I'm on the correct file, can you please verify your full address?

Speaker speaker_1: It's 149 Woods Avenue and it's in Clio, South Carolina.

Speaker speaker_0: Okay. What's your first-

Speaker speaker_1: 29525.

Speaker speaker_0: Can I have your first and last name, please? I apologize.

Speaker speaker_1: It's Kia McCall.

Speaker speaker_0: Okay. And would you also mind verifying the address for me once again, please?

Speaker speaker_1: It's 149 Woods Avenue that's in Clio, South Carolina, 29525.

Speaker speaker_0: Did you recently move by any chance or, um, because we have a different address on file.

Speaker speaker_1: Yes, I recen- yes, I recently moved.

Speaker speaker_0: Okay. What was the past address?

Speaker speaker_1: It's 621 South Main Avenue, Apartment C6 and it's in Dillon, South Carolina, 29536.

Speaker speaker_0: Do you want us to update your address on file?

Speaker speaker_1: You can.

Speaker speaker_0: Okay. Can you repeat that address once again for me please?

Speaker speaker_1: 149 Woods Avenue, that's in Clio, South Carolina, 29525.

Speaker speaker_0: Was that Woods Avenue or West Avenue?

Speaker speaker_1: Woods.

Speaker speaker_0: Woods, okay. Well, what's the apartment number?

Speaker speaker_1: That was 149.

Speaker speaker_0: And the city's Clayton?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: The city. The city.

Speaker speaker_1: It's Clio, Clio.

Speaker speaker_0: Can you spell that out for me?

Speaker speaker_1: It's C-L-I-O.

Speaker speaker_0: Okay. All right. The zip code?

Speaker speaker_1: It's 29525.

Speaker speaker_0: 29525. Okay.

Speaker speaker_1: No, two, yeah, 29525.

Speaker speaker_0: Okay. All right. We have on file a number is 8436219197.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And we do not have an email here. Uh, could you provide us with an email address?

Speaker speaker_1: It's my first name last name55@gmail.com.

Speaker speaker_0: First last 55, okay, @gmail.com. Okay. I have that updated for you. How can I assist you?

Speaker speaker_1: Okay. Um, I had received a message that said something about auto-enroll and, um, insurance. I don't want insurance. I already have insurance.

Speaker speaker_0: Okay. So... Okay. Okay. You already declined that, um, the enrollment here. That's what I'm seeing.

Speaker speaker_1: Okay.

Speaker speaker_0: So you're not going to be auto enrolled whatsoever.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're very welcome. Anything else I can help you with?

Speaker speaker_1: Not anymore.

Speaker speaker_0: All right. Thank you for calling Benefits in the Car. Have a wonderful evening.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.