

## **Transcript: VICTORIA**

**Taylor-4547790786576384-5372515540582400**

### **Full Transcript**

Thank you for calling CenterCard. This is Victoria. How can I help you? Hey, I wanted to cancel, cancel the health insurance. Okay. What's the name of the agency you work for? Uh, the agency, Surge Staffing. All right. And the last four of your Social? 8464. And your first and last name? Jaden Wheeler. Have you received your first check from them yet? Oh, not yet. Okay. So I need a file for you in our system.... file made. I mean, can you- I can go in and opt you out from there. Oh, oh, okay. Um, I was just saying, yeah, so I, I just have to make a file for you in the system 'cause we haven't received or gotten your first paycheck yet. Once I get the file- Mm-hmm. ... made, I'll be able to go in and opt you out from there. Okay. Do you spell your first name J-A-Y-D-E-N? J-A-D-A-N. Okay, so J-A-D-A-N? Uh-huh. All right. And your last name? Uh, Wheeler, W-H-E-E-L-E-R. W-H-E-L-E-R? Two Es. Oh, okay. W-H-E-E-L-E-R. Yes. And your full Social? 421-51-8464. And date of birth? 07/26/2000. And then your full mailing address? Uh, 1625, uh, I don't know how to say it, but it's C-A... I mean, CHATEAU Circle, Montgomery, Alabama. And then do you- You need the ZIP Code? Yeah. Uh, the ZIP Code is 36106. All right. And phone number is the same one you're calling from? Yes. And do you have a good email? Uh, jayt14501@gmail.com. All right. Give me one second. All right, I got your file made, and I'm declining coverage now so you're, excuse me, you're good to go from here. Okay, thank you. You're welcome. Did you need help with anything else? Oh, no, ma'am, that was it. All righty. You have a wonderful day. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling CenterCard. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, I wanted to cancel, cancel the health insurance.

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

Speaker speaker\_1: Uh, the agency, Surge Staffing.

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

Speaker speaker\_1: 8464.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jaden Wheeler.

Speaker speaker\_0: Have you received your first check from them yet?

Speaker speaker\_1: Oh, not yet.

Speaker speaker\_0: Okay. So I need a file for you in our system.... file made.

Speaker speaker\_1: I mean, can you-

Speaker speaker\_0: I can go in and opt you out from there.

Speaker speaker\_1: Oh, oh, okay.

Speaker speaker\_0: Um, I was just saying, yeah, so I, I just have to make a file for you in the system 'cause we haven't received or gotten your first paycheck yet. Once I get the file-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... made, I'll be able to go in and opt you out from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you spell your first name J-A-Y-D-E-N?

Speaker speaker\_1: J-A-D-A-N.

Speaker speaker\_0: Okay, so J-A-D-A-N?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: All right. And your last name?

Speaker speaker\_1: Uh, Wheeler, W-H-E-E-L-E-R.

Speaker speaker\_0: W-H-E-L-E-R?

Speaker speaker\_1: Two Es.

Speaker speaker\_0: Oh, okay. W-H-E-E-L-E-R.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your full Social?

Speaker speaker\_1: 421-51-8464.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: 07/26/2000.

Speaker speaker\_0: And then your full mailing address?

Speaker speaker\_1: Uh, 1625, uh, I don't know how to say it, but it's C-A... I mean, CHATEAU Circle, Montgomery, Alabama.

Speaker speaker\_0: And then do you-

Speaker speaker\_1: You need the ZIP Code?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Uh, the ZIP Code is 36106.

Speaker speaker\_0: All right. And phone number is the same one you're calling from?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Uh, jayt14501@gmail.com.

Speaker speaker\_0: All right. Give me one second. All right, I got your file made, and I'm declining coverage now so you're, excuse me, you're good to go from here.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: Oh, no, ma'am, that was it.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.