

Transcript: VICTORIA

Taylor-4567680021905408-5308227409887232

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hello, is this Angela? Who is this? I'm sorry, is this, uh, Angela? Who were you first? You called my phone. Yes, ma'am. This is Victoria with Benefits on a Card. We administer medical insurance for WorkSmart. Oh, I'm sorry. You're fine. Yes, this is- this is Angela, but I don't want- want any insurance. Okay. Yeah, that's why I was calling. I saw your response to the text- Oh. ... message. Um, typically you have to decline over the phone, so you are wanting to decline over the benefits? Yes, ma'am. All right. I will go ahead and decline that for you, and that's all I needed. Okay. Thanking you. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hello, is this Angela?

Speaker speaker_0: Who is this?

Speaker speaker_2: I'm sorry, is this, uh, Angela?

Speaker speaker_0: Who were you first? You called my phone.

Speaker speaker_2: Yes, ma'am. This is Victoria with Benefits on a Card. We administer medical insurance for WorkSmart.

Speaker speaker_0: Oh, I'm sorry.

Speaker speaker_2: You're fine.

Speaker speaker_0: Yes, this is- this is Angela, but I don't want- want any insurance.

Speaker speaker_2: Okay. Yeah, that's why I was calling. I saw your response to the text-

Speaker speaker_0: Oh.

Speaker speaker_2: ... message. Um, typically you have to decline over the phone, so you are wanting to decline over the benefits?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: All right. I will go ahead and decline that for you, and that's all I needed.

Speaker speaker_0: Okay. Thanking you. Have a great day.

Speaker speaker_2: You too. Bye-bye.