

## **Transcript: VICTORIA**

**Taylor-4596308607942656-4565639186006016**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. This is Shirley Gilmore. I was calling to... I'm trying to go online to, uh, decline the insurance or whatever that is, but I couldn't get online. Okay. I can try and decline it on my end. What's the name of the agency you work for? Temp Staff. Okay. And the last four of your Social? 1652. And your first and last name again? I'm sorry. Shirley Gilmore. All right. Do you mind verifying your address and date of birth? Date of birth, 11-11-53 499 Spring Ridge Road, Lot D16, Clanton, Mississippi 39056. All right. And then phone number is gonna be 601-613-6959? Yes, that's it. And email is meb1182@msstate.edu. Wait a minute. What's that, that, uh, email? I have M-E-B as in boy-1182@msstate.edu. MS State? Yes, ma'am. I never heard of that email. Maybe that's something Temp Staff gave me. I don't know. Okay. Do you not have an email? My email is shirley, S-H-I-R-L-E-Y, g-i-l-m-o-r-e53@yahoo.com. Okay. I'll just go ahead and update it, and then I don't see that they automatically enroll you into anything, so you don't have to worry about being auto-enrolled for future references. But I'll go ahead and decline it so we have it on file. All right. Yes, ma'am. And you are good to go from here. All right. Thank you. Thank you. Have a wonderful day. You too now. Bye-bye. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, Victoria. This is Shirley Gilmore. I was calling to... I'm trying to go online to, uh, decline the insurance or whatever that is, but I couldn't get online.

Speaker speaker\_0: Okay. I can try and decline it on my end. What's the name of the agency you work for?

Speaker speaker\_1: Temp Staff.

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

Speaker speaker\_1: 1652.

Speaker speaker\_0: And your first and last name again? I'm sorry.

Speaker speaker\_1: Shirley Gilmore.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Date of birth, 11-11-53 499 Spring Ridge Road, Lot D16, Clanton, Mississippi 39056.

Speaker speaker\_0: All right. And then phone number is gonna be 601-613-6959?

Speaker speaker\_1: Yes, that's it.

Speaker speaker\_0: And email is meb1182@msstate.edu.

Speaker speaker\_1: Wait a minute. What's that, that, uh, email?

Speaker speaker\_0: I have M-E-B as in boy-1182@msstate.edu.

Speaker speaker\_1: MS State?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: I never heard of that email. Maybe that's something Temp Staff gave me. I don't know.

Speaker speaker\_0: Okay. Do you not have an email?

Speaker speaker\_1: My email is shirley, S-H-I-R-L-E-Y, g-i-l-m-o-r-e53@yahoo.com.

Speaker speaker\_0: Okay. I'll just go ahead and update it, and then I don't see that they automatically enroll you into anything, so you don't have to worry about being auto-enrolled for future references. But I'll go ahead and decline it so we have it on file.

Speaker speaker\_1: All right.

Speaker speaker\_0: Yes, ma'am. And you are good to go from here.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you. Have a wonderful day.

Speaker speaker\_1: You too now. Bye-bye.

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