

## **Transcript: VICTORIA**

**Taylor-4622392596578304-6118259342131200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. I have been employed through search, and I just wanted to call to make sure that I'm not going to be receiving the insurance. Okay. Uh, what's the last four of your Social? 2917. Or, I'm so sorry. It's 2053. I'm sorry. And your first and last name? Brandon Purdue. Okay. Do you mind verifying your address and date of birth? 606 East Southern Avenue and, um, 5/13/1996. Okay. And the city for the address is Bucyrus, Ohio 44802? 44820. Yeah. Oh, okay. Phone number 419-689-2917? Yeah. And then email is J-- er, brandonjpurdue@gmail.com? Yeah. Okay. And you're wanting to decline, correct? Yes. Okay. I will go ahead and decline it for you. Do you need help with anything else? Um, no. Thank you. All right. I really appreciate it. Yes, sir. You have a good day. All right. Thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hello. I have been employed through search, and I just wanted to call to make sure that I'm not going to be receiving the insurance.

Speaker speaker\_1: Okay. Uh, what's the last four of your Social?

Speaker speaker\_2: 2917. Or, I'm so sorry. It's 2053. I'm sorry.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Brandon Purdue.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 606 East Southern Avenue and, um, 5/13/1996.

Speaker speaker\_1: Okay. And the city for the address is Bucyrus, Ohio 44802?

Speaker speaker\_2: 44820. Yeah.

Speaker speaker\_1: Oh, okay. Phone number 419-689-2917?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then email is J-- er, brandonjperdue@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And you're wanting to decline, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I will go ahead and decline it for you. Do you need help with anything else?

Speaker speaker\_2: Um, no. Thank you.

Speaker speaker\_1: All righty.

Speaker speaker\_2: I really appreciate it.

Speaker speaker\_1: Yes, sir. You have a good day.

Speaker speaker\_2: All right. Thank you. Bye.

Speaker speaker\_1: Bye-bye.