

## **Transcript: VICTORIA**

**Taylor-4710096782409728-4580010510958592**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I'm working for Surge. I was calling... I was replying to a message. Okay. Did you get like a text, a text message or was it like a- Yeah. Yeah, saying that they was going to automatically enroll me in a insurance plan and I don't want that. Okay. Um, what's the last four of your Social? 7990. And, uh, your first and last name? Stephanie Adams. Okay. Do you mind verifying your address and date of birth? 1720 West 14th Floor 14 and 91. For the address, is the city, um, Muncy, Indiana? Muncy. Yes, ma'am. 47302? Mm-hmm. And then phone number 765-702-4410. Yes, ma'am. 4410. And then email is going to be S-N, snadams6191@icloud.com. Yes. Okay. I will go ahead and decline the coverage and you're good to go from here. Thank you. I appreciate it. 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: I'm working for Surge. I was calling... I was replying to a message.

Speaker speaker\_0: Okay. Did you get like a text, a text message or was it like a-

Speaker speaker\_1: Yeah. Yeah, saying that they was going to automatically enroll me in a insurance plan and I don't want that.

Speaker speaker\_0: Okay. Um, what's the last four of your Social?

Speaker speaker\_1: 7990.

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

Speaker speaker\_1: Stephanie Adams.

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

Speaker speaker\_1: 1720 West 14th Floor 14 and 91.

Speaker speaker\_0: For the address, is the city, um, Muncy, Indiana?

Speaker speaker\_1: Muncy. Yes, ma'am.

Speaker speaker\_0: 47302?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then phone number 765-702-4410.

Speaker speaker\_1: Yes, ma'am. 4410.

Speaker speaker\_0: And then email is going to be S-N, snadams6191@icloud.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I will go ahead and decline the coverage and you're good to go from here.

Speaker speaker\_1: Thank you. I appreciate it.

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