

Transcript: VICTORIA

Taylor-4768886437756928-6175288712544256

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hello, Victoria. Um, I am with Crown Staffing, um, and I think I enrolled for insurance through y'all, and I wanted to cancel that. Okay. What's the, uh, last four of your social? 9666. And your first and last name? Abraham Villanueva. Okay. Do you mind verifying your address and date of birth? 542 Larkin Lane, Somerset, Kentucky 42501, and my date of birth is 07/30/1997. Okay. And then phone number 956-971-7111? Yes. All right. Email is abrahamv4@gmail.com. Yes. Okay. I don't see that you enrolled into anything on my end, but I do know that they auto enroll. So are you just wanting to decline? Is... Um, I'm sorry? So I don't see that you enrolled into anything, but I do know that they will automatically enroll members into coverage. So are you just wanting to decline the coverage? Uh, yes, basically I didn't want to... Um, yes. Okay. I will go ahead and decline it for you. Do you need help with anything else? Nope, that's all. All right. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hello, Victoria. Um, I am with Crown Staffing, um, and I think I enrolled for insurance through y'all, and I wanted to cancel that.

Speaker speaker_0: Okay. What's the, uh, last four of your social?

Speaker speaker_1: 9666.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Abraham Villanueva.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 542 Larkin Lane, Somerset, Kentucky 42501, and my date of birth is 07/30/1997.

Speaker speaker_0: Okay. And then phone number 956-971-7111?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Email is abrahamv4@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I don't see that you enrolled into anything on my end, but I do know that they auto enroll. So are you just wanting to decline?

Speaker speaker_1: Is... Um, I'm sorry?

Speaker speaker_0: So I don't see that you enrolled into anything, but I do know that they will automatically enroll members into coverage. So are you just wanting to decline the coverage?

Speaker speaker_1: Uh, yes, basically I didn't want to... Um, yes.

Speaker speaker_0: Okay. I will go ahead and decline it for you. Do you need help with anything else?

Speaker speaker_1: Nope, that's all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.