

## **Transcript: VICTORIA**

**Taylor-4773084111880192-4831908386619392**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I got a message from this number. They told me to call it. It's 30 S MC something. Gotcha. Um, yes. Hello? Can you hear me? Yes, ma'am. I hear you. I'm at work right now, but I hear you. Gotcha. You're welcome. Um, so we administer the, uh- ... medical insurance that they offer and I know that they will automatically enroll members into that, uh, plan, the MEC TeleRX. Um- Yes, ma'am. Unless you opt out, but you can. Off of Medicaid? It's not Medicaid. It's just a medical insurance they offer. Oh, on top this? I already got Medicaid. I mean... I already got Medicaid- Okay. ... medical just, um... I'm already set up for it. Thank you. No worries. Um, did you already decline the coverage? No, ma'am. I just got a text message not too long ago and I's trying to see what it is just for. Okay. Well, let me pull up your file so I can decline it. That way you're not automatically enrolled into it. Yes, ma'am. I thought it was for another job interview or something. That's why I called you, sister. Gotcha. Um, what's the last four of your social? 0713. And your first and last name? Brittany, B-R-I-T-T-A-Y. Collier, C-O-L-L-A-E-R. Okay. And then if you will verify your address and date of birth. My address is 101 Village Drive East, 47150. And your date of birth? 9/5/90. Gotcha. And then 502-87- We got you, sister. ... 8691? Yes, ma'am. And then email is 15firstsocial717 at Gmail. Yes, ma'am. Okay. I'll go ahead and decline it for you and you're good to go from here. All right, thank you. Have a blessed day. You too. Okay, 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, ma'am. I got a message from this number. They told me to call it. It's 30 S MC something.

Speaker speaker\_0: Gotcha. Um, yes.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Can you hear me?

Speaker speaker\_1: Yes, ma'am. I hear you. I'm at work right now, but I hear you.

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: Um, so we administer the, uh- ... medical insurance that they offer and I know that they will automatically enroll members into that, uh, plan, the MEC TeleRX. Um-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Unless you opt out, but you can.

Speaker speaker\_1: Off of Medicaid?

Speaker speaker\_0: It's not Medicaid. It's just a medical insurance they offer.

Speaker speaker\_1: Oh, on top this? I already got Medicaid. I mean... I already got Medicaid-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... medical just, um... I'm already set up for it. Thank you.

Speaker speaker\_0: No worries. Um, did you already decline the coverage?

Speaker speaker\_1: No, ma'am. I just got a text message not too long ago and I's trying to see what it is just for.

Speaker speaker\_0: Okay. Well, let me pull up your file so I can decline it. That way you're not automatically enrolled into it.

Speaker speaker\_1: Yes, ma'am. I thought it was for another job interview or something. That's why I called you, sister.

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

Speaker speaker\_1: 0713.

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

Speaker speaker\_1: Brittany, B-R-I-T-T-A-Y. Collier, C-O-L-L-A-E-R.

Speaker speaker\_0: Okay. And then if you will verify your address and date of birth.

Speaker speaker\_1: My address is 101 Village Drive East, 47150.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9/5/90.

Speaker speaker\_0: Gotcha. And then 502-87-

Speaker speaker\_2: We got you, sister.

Speaker speaker\_0: ... 8691?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is 15firstsocial717 at Gmail.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I'll go ahead and decline it for you and you're good to go from here.

Speaker speaker\_1: All right, thank you. Have a blessed day.

Speaker speaker\_0: You too. Okay, bye.