

## **Transcript: VICTORIA**

**Taylor-4792546519990272-5422981549703168**

### **Full Transcript**

Thank you for calling Benefits on a Card this, this- I'm sorry, I couldn't hear you, my... Are you there? Hello? Yes, I'm here. My name is Victoria. That's it. You're breaking up. Uh, can you hear me? Yes. Hi, how can- What- ... I help you? Yes, what is your name? Victoria. Hi, Victoria. What information do you need from me so that we are on the same page? Okay. What's the name of the agency that you work for? Oh, oh, Nords. Okay. And the last four of your Social? 6677. And your first and last name? Dean Conroy. Gotcha. Do you mind verifying your address and date of birth? 72 West 108 Street, Apartment C, New York, New York, 10021, 25. And your date of birth? 10/28/57. Gotcha. Phone number is 596-3341? Victoria, don't use that number. Yes. Okay. Um, and then email is westphiloaksthe1@hotmail.com? Yes, Victoria. Okay. How can I help you? Yeah, I already have all my benefits and, like, they told me, like, when I get these benefits don't get any other, uh, medical stuff or else we'll drop you like a r- rezentment. So, I deny, decline any benefits from Nords. Okay? Okay. So you're not wanting the benefits? Correct. Okay. I will go ahead and decline it for you. Do you need help with anything else? No, just have a great day, Victoria, and just again, the, the, from what I understand, the benefit is, like, gonna give me a card with, like... You can do some R&X things, right? Well, we do offer, like, medical plans too, it's just not- Yeah, no- ... major medical coverage. Yeah, yeah. I d- yeah, yeah. Decline, yeah, yeah. Decline everything. I don't want any, any benefits. Yeah. I'm good. I just like working for the company. Okay. Do you need help with anything else? Have a great day, Victoria. Appreciate talking with you. Yes, sir. Have a good day. Okay. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card this, this-

Speaker speaker\_1: I'm sorry, I couldn't hear you, my... Are you there? Hello?

Speaker speaker\_0: Yes, I'm here. My name is Victoria.

Speaker speaker\_1: That's it. You're breaking up.

Speaker speaker\_0: Uh, can you hear me?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hi, how can-

Speaker speaker\_1: What-

Speaker speaker\_0: ... I help you?

Speaker speaker\_1: Yes, what is your name?

Speaker speaker\_0: Victoria.

Speaker speaker\_1: Hi, Victoria. What information do you need from me so that we are on the same page?

Speaker speaker\_0: Okay. What's the name of the agency that you work for?

Speaker speaker\_1: Oh, oh, Nords.

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

Speaker speaker\_1: 6677.

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

Speaker speaker\_1: Dean Conroy.

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

Speaker speaker\_1: 72 West 108 Street, Apartment C, New York, New York, 10021, 25.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 10/28/57.

Speaker speaker\_0: Gotcha. Phone number is 596-3341?

Speaker speaker\_1: Victoria, don't use that number. Yes.

Speaker speaker\_0: Okay. Um, and then email is westphiloaksthe1@hotmail.com?

Speaker speaker\_1: Yes, Victoria.

Speaker speaker\_0: Okay. How can I help you?

Speaker speaker\_1: Yeah, I already have all my benefits and, like, they told me, like, when I get these benefits don't get any other, uh, medical stuff or else we'll drop you like a re-  
re-ment. So, I deny, decline any benefits from Nords. Okay?

Speaker speaker\_0: Okay. So you're not wanting the benefits?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I will go ahead and decline it for you. Do you need help with anything else?

Speaker speaker\_1: No, just have a great day, Victoria, and just again, the, the, from what I understand, the benefit is, like, gonna give me a card with, like... You can do some R&X things, right?

Speaker speaker\_0: Well, we do offer, like, medical plans too, it's just not-

Speaker speaker\_1: Yeah, no-

Speaker speaker\_0: ... major medical coverage.

Speaker speaker\_1: Yeah, yeah. I d- yeah, yeah. Decline, yeah, yeah. Decline everything. I don't want any, any benefits. Yeah. I'm good. I just like working for the company.

Speaker speaker\_0: Okay. Do you need help with anything else?

Speaker speaker\_1: Have a great day, Victoria. Appreciate talking with you.

Speaker speaker\_0: Yes, sir. Have a good day.

Speaker speaker\_1: Okay. Bye-bye.