

## **Transcript: VICTORIA**

**Taylor-4919390359306240-4924160927121408**

### **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? Um, I went to search today and uh, to get a job. Um, they told us we had to call this to opt out of insurance. Okay. Um, have you received your first check or did you just apply today? I just applied today. Okay. Um- But she has something for me coming up, so. Okay. Um, so I just need to make your file and then once I get it made, I'll be able to opt you out from there. What's your first and last name? Ray, R-A-Y. Bailey is my last name. B-A-I-L-E-Y. And your full social? 282-74-0126. And your date of birth? 11/23/77. And then your full mailing address. Um, 105 Brookside Drive, Woodville, Ohio. Um, 43469. Apartment 65. Okay. And, uh, phone number is gonna be the same one you're calling from? Yeah. And then what would be a good email? Um, raybailey, like my name, uh, 632@gmail.com. All right. Give me one second. All righty. So I got your file made and declined the auto enrollment, so you are good to go from here. Okay. Thank you. You're welcome. Have a wonderful day. You too. Thank you. 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: Um, I went to search today and uh, to get a job. Um, they told us we had to call this to opt out of insurance.

Speaker speaker\_1: Okay. Um, have you received your first check or did you just apply today?

Speaker speaker\_2: I just applied today.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: But she has something for me coming up, so.

Speaker speaker\_1: Okay. Um, so I just need to make your file and then once I get it made, I'll be able to opt you out from there. What's your first and last name?

Speaker speaker\_2: Ray, R-A-Y. Bailey is my last name. B-A-I-L-E-Y.

Speaker speaker\_1: And your full social?

Speaker speaker\_2: 282-74-0126.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 11/23/77.

Speaker speaker\_1: And then your full mailing address.

Speaker speaker\_2: Um, 105 Brookside Drive, Woodville, Ohio. Um, 43469. Apartment 65.

Speaker speaker\_1: Okay. And, uh, phone number is gonna be the same one you're calling from?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then what would be a good email?

Speaker speaker\_2: Um, raybailey, like my name, uh, 632@gmail.com.

Speaker speaker\_1: All right. Give me one second. All righty. So I got your file made and declined the auto enrollment, so you are good to go from here.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.