

## **Transcript: VICTORIA**

**Taylor-4957825715585024-6240696543657984**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes. Hi. Uh, good afternoon, Victoria. I was calling because I just started with, uh, Carlson Staffing. Um, they gave me this number so that I could waive those, uh, NEC benefits. Okay. What's, um, what's the last four of your social? It's 7110. Have you received your first check from them yet? Um, no, not yet. Okay. I just need to make a file for you and then once I get it made, I'll be able to go in and decline it. What's your, uh, first and last name? Hello? Oh, yes, ma'am. What's your first and last name? It's Bianca Lo- I'm sorry. It sounds like the phone broke up. I heard Bianca for the first name. What's the last name? Um, Laredo. L-O-R-E-D-O. L-O-R-E, D as in dog, O? Yes. Okay. And then just to make sure, your first name is B as in boy, I-A-N-C-A? Yes. All right. What's your full social? 641-58-7110. Your date of birth? September 21 of 1997. And your mailing address? 813 Little York Road, Unit 3, Houston, Texas 77076. All right. Zip code is 77076? Yes. And do you have a good email address? It's bianca, and then c for Charlie, the last name Laredo, 26 at gmail. And phone number is the same one you're calling from, right? Yes. Okay. Give me just a few seconds. And just to verify, you are wanting to decline? Yes. Okay. All righty. So I got your file and I made, I'm declining coverage now. Now you may still get a reminder text message within the next one to two weeks. It is just a reminder text message about the auto-enrollment. And since we are declining today, you will not need to call back unless you have questions. Okay. All right then, um, that, that would be all then. Have a good day. You too. Bye-bye. 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: Um, yes. Hi. Uh, good afternoon, Victoria. I was calling because I just started with, uh, Carlson Staffing. Um, they gave me this number so that I could waive those, uh, NEC benefits.

Speaker speaker\_0: Okay. What's, um, what's the last four of your social?

Speaker speaker\_1: It's 7110.

Speaker speaker\_0: Have you received your first check from them yet?

Speaker speaker\_1: Um, no, not yet.

Speaker speaker\_0: Okay. I just need to make a file for you and then once I get it made, I'll be able to go in and decline it. What's your, uh, first and last name? Hello?

Speaker speaker\_1: Oh, yes, ma'am.

Speaker speaker\_0: What's your first and last name?

Speaker speaker\_1: It's Bianca Lo-

Speaker speaker\_0: I'm sorry. It sounds like the phone broke up. I heard Bianca for the first name. What's the last name?

Speaker speaker\_1: Um, Laredo. L-O-R-E-D-O.

Speaker speaker\_0: L-O-R-E, D as in dog, O?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then just to make sure, your first name is B as in boy, I-A-N-C-A?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. What's your full social?

Speaker speaker\_1: 641-58-7110.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: September 21 of 1997.

Speaker speaker\_0: And your mailing address?

Speaker speaker\_1: 813 Little York Road, Unit 3, Houston, Texas 77076.

Speaker speaker\_0: All right. Zip code is 77076?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And do you have a good email address?

Speaker speaker\_1: It's bianca, and then c for Charlie, the last name Laredo, 26 at gmail.

Speaker speaker\_0: And phone number is the same one you're calling from, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me just a few seconds. And just to verify, you are wanting to decline?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All righty. So I got your file and I made, I'm declining coverage now. Now you may still get a reminder text message within the next one to two weeks. It is just a reminder text message about the auto-enrollment. And since we are declining today,

you will not need to call back unless you have questions.

Speaker speaker\_1: Okay. All right then, um, that, that would be all then. Have a good day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.