

Transcript: VICTORIA

Taylor-5016704664125440-6724300446023680

Full Transcript

Thank you for calling Clinical Staffing Resources. This is Victoria. How can I help you? Hi, yes. Um, my name is Neelam. Um, I just, um, I'm working for Clinical Staffing Resources. They call- told me to call this number if I wanna, um, decline, uh, insurance coverage. Okay. Uh, have you received your first paycheck yet? Uh, no. Okay. Um, let's see. And your first and last name? It's Rawal. R-A-W-A-L is my last name. My first name is Neelam. It's N-E-E-L-A-M. Okay, so first name is Neelam, and then last name is, uh, Rawal? Yes. Okay. And what is your full social? 621-82-8777. Okay, it looks like I'm- I already have a file for you. Do you mind verifying your address and date of birth? Yes. 8 Harrow Lane, uh, Old West Pace, New York 11804. And it's 7-20-1983. And then phone number 817-875-3095? Yeah, that's correct. And then email is firstname.lastname@gmail.com? Yep. Okay. And you're just wanting to decline the coverage, correct? Yes. All righty. I will go ahead and take care of that for you. Do you need help with anything else? Uh, no. That'll be all. Thank you so much. Appreciate it. Yes, ma'am. You have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Clinical Staffing Resources. This is Victoria. How can I help you?

Speaker speaker_1: Hi, yes. Um, my name is Neelam. Um, I just, um, I'm working for Clinical Staffing Resources. They call- told me to call this number if I wanna, um, decline, uh, insurance coverage.

Speaker speaker_0: Okay. Uh, have you received your first paycheck yet?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay. Um, let's see. And your first and last name?

Speaker speaker_1: It's Rawal. R-A-W-A-L is my last name. My first name is Neelam. It's N-E-E-L-A-M.

Speaker speaker_0: Okay, so first name is Neelam, and then last name is, uh, Rawal?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what is your full social?

Speaker speaker_1: 621-82-8777.

Speaker speaker_0: Okay, it looks like I'm- I already have a file for you. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. 8 Harrow Lane, uh, Old West Pace, New York 11804. And it's 7-20-1983.

Speaker speaker_0: And then phone number 817-875-3095?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And then email is firstname.lastname@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And you're just wanting to decline the coverage, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. I will go ahead and take care of that for you. Do you need help with anything else?

Speaker speaker_1: Uh, no. That'll be all. Thank you so much. Appreciate it.

Speaker speaker_0: Yes, ma'am. You have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.