

Transcript: VICTORIA

Taylor-5049946117029888-5906300050391040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and the Cards. This is Victoria. How can I help you? I'm, uh, I was calling to opt out of a healthcare research. Okay. Uh, what's the last four of your Social? Uh, 1164. And your first and last name? Devion Hicks. Okay, let's see. Is the last name H-I-C-K-S? Yes. Okay, have you received your first check yet? Nah. Okay, so I need to make a file for you in our system and then, once I get it made, I'll be able to go in and decline the benefits for you. Okay, thank you. You're welcome. How do you spell your first name? D-E-V-I-O-N. And then, your full Social? 284-94-1164. And your date of birth? 2-7-92. All right, and mailing address? Uh, 519 South Wilkinson Avenue, Sidney, Ohio. So that's 519 South Wilkinson Avenue? Yes. Okay. What's the ZIP code? 45365. And then, phone number would be, uh, the same one you're calling from? Yes, ma'am. All right, and then lastly, do you have a good email? Uh, devionhicks7 at gmail. And just to make sure I heard you correctly, the city for your address is Sidney? Yes. Okay. Give me just a few seconds. All righty, so I got your file made and I'm declining coverage now, so you're good to go from here. All right, thank you. Appreciate it. Yes, sir. You have a wonderful day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and the Cards. This is Victoria. How can I help you?

Speaker speaker_2: I'm, uh, I was calling to opt out of a healthcare research.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 1164.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Devion Hicks.

Speaker speaker_1: Okay, let's see. Is the last name H-I-C-K-S?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, have you received your first check yet?

Speaker speaker_2: Nah.

Speaker speaker_1: Okay, so I need to make a file for you in our system and then, once I get it made, I'll be able to go in and decline the benefits for you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. How do you spell your first name?

Speaker speaker_2: D-E-V-I-O-N.

Speaker speaker_1: And then, your full Social?

Speaker speaker_2: 284-94-1164.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 2-7-92.

Speaker speaker_1: All right, and mailing address?

Speaker speaker_2: Uh, 519 South Wilkinson Avenue, Sidney, Ohio.

Speaker speaker_1: So that's 519 South Wilkinson Avenue?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's the ZIP code?

Speaker speaker_2: 45365.

Speaker speaker_1: And then, phone number would be, uh, the same one you're calling from?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and then lastly, do you have a good email?

Speaker speaker_2: Uh, devionhicks7 at gmail.

Speaker speaker_1: And just to make sure I heard you correctly, the city for your address is Sidney?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me just a few seconds. All righty, so I got your file made and I'm declining coverage now, so you're good to go from here.

Speaker speaker_2: All right, thank you. Appreciate it.

Speaker speaker_1: Yes, sir. You have a wonderful day.