

Transcript: VICTORIA

Taylor-5056630600712192-5368012038684672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, yes, I received a, uh, message on my phone about benefits and I was like, I was calling to see if I could, um, decline them? Sure, what's the name of the agency you work for? Surge. Okay. And the last four of your social? Hello? Hello? Yes, sir. What's the last four of your social? Um, two-four-one-five and three-nine-nine-one. Okay, I'm sorry, what's the last four? Three-nine-one-one, nine-nine-one. Okay. And your first name, last name? Madison Melvin. Gotcha. Do you mind verifying your address and date of birth? Uh, yes, please. Um, 1566 Drive, 122205. And then phone number 740-603-4253? Yes. And then email's gonna be maddiemay428@icloud.com? Yes. Okay. And you're wanting to decline? Yes. All righty. I will go ahead and decline that. Do you need help with anything else? Um, I also have mine too. Um. Okay, I'm sorry. I thought this was for you. It was for my girlfriend. She's driving right now, so. Okay, I need to speak to her directly. Okay. Hello? Hey, uh, is this Madison? Yeah. Okay. And you are wanting to decline coverage, correct? Yes. Okay. I'm sorry, it's just unfortunately we have to speak to members directly to do that. Oh, okay. But I went ahead and declined it and I can speak with him again. Okay, thank you. You're welcome. Hello? Okay, give me just one second if you will, let me finish up with her file and then I will pull up yours. Okay. Okay, you're with Surge as well? Yes. And the last four of your social? Two-four-one-five. And your first and last name? Lowell Humphrey Junior. Okay. Do you mind verifying your address and date of birth? Yes, please. 212 Harrison Avenue and 10-13-06. Phone number 380-203-6447? Yes, ma'am. And then email is ljhumphrey15@icloud.com? Yes, ma'am. All righty. And you're wanting to decline as well? Yes. All righty. You're good to go. All right, thank you. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, yes, I received a, uh, message on my phone about benefits and I was like, I was calling to see if I could, um, decline them?

Speaker speaker_0: Sure, what's the name of the agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: Okay. And the last four of your social? Hello?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. What's the last four of your social?

Speaker speaker_1: Um, two-four-one-five and three-nine-nine-one.

Speaker speaker_0: Okay, I'm sorry, what's the last four?

Speaker speaker_1: Three-nine-one-one, nine-nine-one.

Speaker speaker_0: Okay. And your first name, last name?

Speaker speaker_1: Madison Melvin.

Speaker speaker_0: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, yes, please. Um, 1566 Drive, 122205.

Speaker speaker_0: And then phone number 740-603-4253?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email's gonna be maddiemay428@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you're wanting to decline?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Um, I also have mine too. Um.

Speaker speaker_0: Okay, I'm sorry. I thought this was for you.

Speaker speaker_1: It was for my girlfriend. She's driving right now, so.

Speaker speaker_0: Okay, I need to speak to her directly.

Speaker speaker_1: Okay.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey, uh, is this Madison?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. And you are wanting to decline coverage, correct?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. I'm sorry, it's just unfortunately we have to speak to members directly to do that.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: But I went ahead and declined it and I can speak with him again.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Hello?

Speaker speaker_0: Okay, give me just one second if you will, let me finish up with her file and then I will pull up yours.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, you're with Surge as well?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Two-four-one-five.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Lowell Humphrey Junior.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes, please. 212 Harrison Avenue and 10-13-06.

Speaker speaker_0: Phone number 380-203-6447?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is ljhumphrey15@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And you're wanting to decline as well?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. You're good to go.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.