

## **Transcript: VICTORIA**

**Taylor-5090454211313664-6033646477819904**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I'm trying to like complete, uh, decline coverage for Integrity Trade Services and this, it, a number keeps popping up saying call in. Okay. Um, have you received your first paycheck yet? No. No? Okay. Um- I didn't even try working for them. I'm trying to quit. Sorry, I'm sorry. So, are you doing it online? Yes. Okay. Let me see if I have a file for you. What's the last four of your Social? 2922. And your first and last name? Patrick Whiting. Okay. Do you mind verifying your address and date of birth? Uh, 219... Address, uh, 931 South Knox Street, Lake Station, Indiana. And my last name is Whiting. Wh- wh- you asked me, uh, my last name and my address? I'm sorry. Your date of birth. Oh, 9-22-1974. And then phone number 219-902-5556? Right. And then email is just first and last name 490@yahoo.com. Right. Okay. I will go ahead and decline it on my end and you're good to go from here. Okay, thanks. You're welcome. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, I'm trying to like complete, uh, decline coverage for Integrity Trade Services and this, it, a number keeps popping up saying call in.

Speaker speaker\_0: Okay. Um, have you received your first paycheck yet?

Speaker speaker\_1: No.

Speaker speaker\_0: No? Okay. Um-

Speaker speaker\_1: I didn't even try working for them. I'm trying to quit. Sorry, I'm sorry.

Speaker speaker\_0: So, are you doing it online?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let me see if I have a file for you. What's the last four of your Social?

Speaker speaker\_1: 2922.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Patrick Whiting.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 219... Address, uh, 931 South Knox Street, Lake Station, Indiana. And my last name is Whiting. Wh- wh- you asked me, uh, my last name and my address? I'm sorry.

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Oh, 9-22-1974.

Speaker speaker\_0: And then phone number 219-902-5556?

Speaker speaker\_1: Right.

Speaker speaker\_0: And then email is just first and last name 490@yahoo.com.

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. I will go ahead and decline it on my end and you're good to go from here.

Speaker speaker\_1: Okay, thanks.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.