

Transcript: VICTORIA

Taylor-5158398151671808-6257523366608896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hey, how you doing, Victoria? My name is Michael Bui. How's the weather? I'm okay. My name is Michael Bui and I just finished my, uh, uh, paperwork over at Integrity, um, today, and I was told to give you a call and let you know that I don't need the, um, benefits. I already have insurance. Okay. Have you received your first check with them yet? No. Uh-uh. No. Okay. So I need to make a file for you and then once I get it made, I'll be able to go in and decline the benefits for you. Okay. So, um- Let's see. ... when are we gonna do it? You said your name, uh, first name is Michael? Yes, ma'am. M-I-C-H-A-E-L. Okay. And last name again? It's pronounced Bui but it's spelled B-U-I-E. All right. And then your full social? 310... no, 78 0629. And date of birth? 03/24/73. And then mailing address. 815 North Bozark Avenue, 46201. Is the name of the street B-O-Z-A-R-K? Uh, A-R-T... Bozark. Oh, okay. Gotcha. Yeah, my bad. B-O-Z-A-R-T. Yeah. And what's the city and the state again? Indianapolis, Indiana. Okay. And the phone number you're calling from, is that the best phone number? Yes. 701... oh. Okay. 701... 05808. It's 317 701-5808. Gotcha. Okay. And then lastly, do you have a good email? Yes. It's Mike, the letter G, then 32473@gmail.com. Okay. Let me just repeat that back. I got mikeg32473@gmail.com? Yes, ma'am. That's correct. All right. Give me just a few seconds. Mm-hmm. And you did say you're with Integrity Trade Services, correct? I'm sorry? You're with Integrity Trade Services? Yes, ma'am. That's correct. Okay. All righty. So I made your file and I am declining coverage now, so you're good to go from here. All right. Thank you. I appreciate that. Yeah. You have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hey, how you doing, Victoria? My name is Michael Bui.

Speaker speaker_1: How's the weather?

Speaker speaker_2: I'm okay. My name is Michael Bui and I just finished my, uh, uh, paperwork over at Integrity, um, today, and I was told to give you a call and let you know that I don't need the, um, benefits. I already have insurance.

Speaker speaker_1: Okay. Have you received your first check with them yet?

Speaker speaker_2: No. Uh-uh.

Speaker speaker_1: No. Okay. So I need to make a file for you and then once I get it made, I'll be able to go in and decline the benefits for you.

Speaker speaker_2: Okay. So, um-

Speaker speaker_1: Let's see.

Speaker speaker_2: ... when are we gonna do it?

Speaker speaker_1: You said your name, uh, first name is Michael?

Speaker speaker_2: Yes, ma'am. M-I-C-H-A-E-L.

Speaker speaker_1: Okay. And last name again?

Speaker speaker_2: It's pronounced Bui but it's spelled B-U-I-E.

Speaker speaker_1: All right. And then your full social?

Speaker speaker_2: 310... no, 78 0629.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 03/24/73.

Speaker speaker_1: And then mailing address.

Speaker speaker_2: 815 North Bozark Avenue, 46201.

Speaker speaker_1: Is the name of the street B-O-Z-A-R-K?

Speaker speaker_2: Uh, A-R-T... Bozark.

Speaker speaker_1: Oh, okay. Gotcha.

Speaker speaker_2: Yeah, my bad.

Speaker speaker_1: B-O-Z-A-R-T.

Speaker speaker_2: Yeah.

Speaker speaker_1: And what's the city and the state again?

Speaker speaker_2: Indianapolis, Indiana.

Speaker speaker_1: Okay. And the phone number you're calling from, is that the best phone number?

Speaker speaker_2: Yes. 701... oh.

Speaker speaker_1: Okay. 701...

Speaker speaker_2: 05808. It's 317 701-5808.

Speaker speaker_1: Gotcha. Okay. And then lastly, do you have a good email?

Speaker speaker_2: Yes. It's Mike, the letter G, then 32473@gmail.com.

Speaker speaker_1: Okay. Let me just repeat that back. I got mikeg32473@gmail.com?

Speaker speaker_2: Yes, ma'am. That's correct.

Speaker speaker_1: All right. Give me just a few seconds.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And you did say you're with Integrity Trade Services, correct?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: You're with Integrity Trade Services?

Speaker speaker_2: Yes, ma'am. That's correct.

Speaker speaker_1: Okay. All righty. So I made your file and I am declining coverage now, so you're good to go from here.

Speaker speaker_2: All right. Thank you. I appreciate that. Yeah. You have a good day.

Speaker speaker_1: You too.