

Transcript: VICTORIA

Taylor-5227674834255872-6041416518025216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits On Card- Good. ... this is Victoria, how can I help you? Um, yes, ma'am, I was calling to opt out. Okay. Uh, what's the name of the agency you work for? Uh, uh, Surge Traffic Guard. And the last four of your Social? 7906. Make sure we know which route now. Your first and last name? Mackenzie Nelson. I'm sorry? Uh, your first and last name? Mackenzie Nelson. Okay. Give me one second. Have you received your first check yet? No, ma'am, I have not. 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 opt you out from there. Okay. Okay. Uh, just to make sure your first name is spelled M-C-K-E-N-Z-I-E? No, ma'am, M-A-C-K E-N-Z-I-E. Okay, so M-A-C-K E-N I... I'm sorry. M-A-C-K E-N-Z-I-E? Yes, ma'am. Okay. And what is your full Social? Uh, 404-65-7906. And date of birth? Uh, 02/16/2006. And full mailing address? 130 North McLean Boulevard, Memphis, Tennessee 38104, Apartment One. That's right. Okay. So that was 130 North? McLean. So... How do you spell that? M, uh, M-C-L-E-A... N. ... N. My bad. Okay. So M-C-L-E-A-N? Yeah. Okay. And you said Boulevard- E-A-N. Apartment? Apartment One, ma'am. Okay. And then Memphis, Tennessee, what was the zip code again? 38104. Gotcha. And then phone number would be the same phone number you're calling from? Yes, ma'am. Okay. All right, and then lastly, what is a good email? Uh, kenzie-nelson37@gmail.com. Just to be sure, it's got to be K-E-N-Z-I-E nelson37@gmail.com? Yes, ma'am. N-E-L-S-O-N for Nelson. Okay. And you are wanting to decline coverage? Yes, ma'am. Opt out of that. Okay. All righty, so I got your file made and I'm declining coverage now. Now you may get a reminder text message in the next week or so. If you do, you can disregard it 'cause we're declining coverage today. Okay, and that will take the \$15.16 off the checks? No, you, you won't see anything being deducted out of your check since we're declining coverage. Okay, I was just making sure. Yes, ma'am. Did you need help with anything else? No, ma'am, that's all, thank you. You're welcome. Have a good day. You too. Thank you, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits On Card-

Speaker speaker_1: Good.

Speaker speaker_0: ... this is Victoria, how can I help you?

Speaker speaker_2: Um, yes, ma'am, I was calling to opt out.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, uh, Surge Traffic Guard.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_2: 7906.

Speaker speaker_3: Make sure we know which route now.

Speaker speaker_0: Your first and last name?

Speaker speaker_2: Mackenzie Nelson. I'm sorry?

Speaker speaker_0: Uh, your first and last name?

Speaker speaker_2: Mackenzie Nelson.

Speaker speaker_0: Okay. Give me one second. Have you received your first check yet?

Speaker speaker_2: No, ma'am, I have not.

Speaker speaker_0: 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 opt you out from there.

Speaker speaker_3: Okay.

Speaker speaker_2: Okay.

Speaker speaker_0: Uh, just to make sure your first name is spelled M-C-K-E-N-Z-I-E?

Speaker speaker_2: No, ma'am, M-A-C-K E-N-Z-I-E.

Speaker speaker_0: Okay, so M-A-C-K E-N I... I'm sorry. M-A-C-K E-N-Z-I-E?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Uh, 404-65-7906.

Speaker speaker_0: And date of birth?

Speaker speaker_2: Uh, 02/16/2006.

Speaker speaker_0: And full mailing address?

Speaker speaker_2: 130 North McLean Boulevard, Memphis, Tennessee 38104, Apartment One.

Speaker speaker_3: That's right.

Speaker speaker_0: Okay. So that was 130 North?

Speaker speaker_2: McLean.

Speaker speaker_3: So...

Speaker speaker_0: How do you spell that?

Speaker speaker_3: M, uh, M-C-L-E-A...

Speaker speaker_2: N.

Speaker speaker_3: ... N. My bad.

Speaker speaker_0: Okay. So M-C-L-E-A-N?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. And you said Boulevard-

Speaker speaker_2: E-A-N.

Speaker speaker_0: Apartment?

Speaker speaker_2: Apartment One, ma'am.

Speaker speaker_0: Okay. And then Memphis, Tennessee, what was the zip code again?

Speaker speaker_2: 38104.

Speaker speaker_0: Gotcha. And then phone number would be the same phone number you're calling from?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. All right, and then lastly, what is a good email?

Speaker speaker_2: Uh, kenzie-nelson37@gmail.com.

Speaker speaker_0: Just to be sure, it's got to be K-E-N-Z-I-E nelson37@gmail.com?

Speaker speaker_2: Yes, ma'am. N-E-L-S-O-N for Nelson.

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

Speaker speaker_2: Yes, ma'am. Opt out of that.

Speaker speaker_0: Okay. All righty, so I got your file made and I'm declining coverage now. Now you may get a reminder text message in the next week or so. If you do, you can disregard it 'cause we're declining coverage today.

Speaker speaker_2: Okay, and that will take the \$15.16 off the checks?

Speaker speaker_0: No, you, you won't see anything being deducted out of your check since we're declining coverage.

Speaker speaker_2: Okay, I was just making sure.

Speaker speaker_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: No, ma'am, that's all, thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_0: Thank you, bye-bye.