

## **Transcript: VICTORIA**

**Taylor-5275440400089088-6643201013497856**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I needed to call and cancel this before my 30 days is up. I don't want to receive a charge for benefits that I don't need. Okay, sure. What's the name of the agency you work for? Uh, Surge Staffing. And the last four of your Social? 8072. And your first and last name? Warren Hatfield. Okay. Do you mind verifying your address and date of birth? The one on file's probably 1140 Dellwood Drive, Mansfield, Ohio 44906. And date of birth is April 16, 1996. Okay. Phone number is 989-7536? That's correct. And then email is W4279824@Gmail.com. That is correct. All right. I will go ahead and decline coverage and you're good to go from here. Okay. And I haven't been charged for any coverage on my previous paychecks, have I? No, sir. You haven't been enrolled into anything. Okay. All right. So, there's nothing more than I need to do for this, correct? Yep. You're good to go. All right. Appreciate you, miss you. Have a great day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: I needed to call and cancel this before my 30 days is up. I don't want to receive a charge for benefits that I don't need.

Speaker speaker\_0: Okay, sure. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 8072.

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

Speaker speaker\_1: Warren Hatfield.

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

Speaker speaker\_1: The one on file's probably 1140 Dellwood Drive, Mansfield, Ohio 44906. And date of birth is April 16, 1996.

Speaker speaker\_0: Okay. Phone number is 989-7536?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then email is W4279824@Gmail.com.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: All right. I will go ahead and decline coverage and you're good to go from here.

Speaker speaker\_1: Okay. And I haven't been charged for any coverage on my previous paychecks, have I?

Speaker speaker\_0: No, sir. You haven't been enrolled into anything.

Speaker speaker\_1: Okay. All right. So, there's nothing more than I need to do for this, correct?

Speaker speaker\_0: Yep. You're good to go.

Speaker speaker\_1: All right. Appreciate you, miss you. Have a great day.

Speaker speaker\_0: You too. Bye-bye.