

Transcript: VICTORIA

Taylor-5326451896696832-5168775191543808

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? Yes, I was called in on today and I was trying to cancel my, um, my share. Okay. Uh, what's the name of the agency you work for? WorkSmart. And the last four of your Social? 5258. All right. And your first and last name? First name Jeremy, last name Rice. Do you mind verifying your address for me, sir? It'd be 14749 Sandy Hole. Uh, I don't know if I have Lane or Lott on there. Lane or Lott. Lane... Uh, hello? Yeah, I'm here. Yeah, I'm here. Yeah. Lane or Lott. Lane? Lane. I always say Lane. I wanna... I've always put Lane down. Okay. So it should be 14749 Sandy Hole Lane? Yes. Is that what you have? And your date of birth? Yes, that's what I have. Uh, 3/15. 3/15/86. Okay. Phone number 205-499-2564? Yes. Yes, ma'am. And then email is gonna be ricelcheese1986@gmail.com? Yes, ma'am. Okay. So for some reason we have two different files for you. Um, the beginning of your Social, is it 427 or 417? 417. Okay. So it should be 417. Okay. That's what the issue is. And you're wanting to decline coverage? Right. All righty. I will go ahead and decline it for you and- So, when would it take effect? Like, on the- on the next pay check or... I mean, I don't see that you're enrolled into anything as of right now, so it would take effect immediately if we decline it. Oh, okay. Okay. All right. Thank you. You have a great day. Appreciate you. Have a good season and, um, all right. Yes, sir. You have a wonderful day.

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: Yes, I was called in on today and I was trying to cancel my, um, my share.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: WorkSmart.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5258.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: First name Jeremy, last name Rice.

Speaker speaker_1: Do you mind verifying your address for me, sir?

Speaker speaker_2: It'd be 14749 Sandy Hole. Uh, I don't know if I have Lane or Lott on there. Lane or Lott. Lane... Uh, hello?

Speaker speaker_1: Yeah, I'm here. Yeah, I'm here.

Speaker speaker_2: Yeah. Lane or Lott. Lane? Lane. I always say Lane. I wanna... I've always put Lane down.

Speaker speaker_1: Okay. So it should be 14749 Sandy Hole Lane?

Speaker speaker_2: Yes. Is that what you have?

Speaker speaker_1: And your date of birth? Yes, that's what I have.

Speaker speaker_2: Uh, 3/15. 3/15/86.

Speaker speaker_1: Okay. Phone number 205-499-2564?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: And then email is gonna be ricelcheese1986@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So for some reason we have two different files for you. Um, the beginning of your Social, is it 427 or 417?

Speaker speaker_2: 417.

Speaker speaker_1: Okay. So it should be 417. Okay. That's what the issue is. And you're wanting to decline coverage?

Speaker speaker_2: Right.

Speaker speaker_1: All righty. I will go ahead and decline it for you and-

Speaker speaker_2: So, when would it take effect? Like, on the- on the next pay check or...

Speaker speaker_1: I mean, I don't see that you're enrolled into anything as of right now, so it would take effect immediately if we decline it.

Speaker speaker_2: Oh, okay. Okay. All right. Thank you. You have a great day. Appreciate you. Have a good season and, um, all right.

Speaker speaker_1: Yes, sir. You have a wonderful day.