

## **Transcript: VICTORIA**

**Taylor-5342014543970304-4687151317336064**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, can I take your name? Yes. Um, I was calling because I'm trying to opt out of the benefits for, um, the staffing company that I'm working with. Okay. Um, what's the name of the agency you work for? Middle Forks. And the last four of your Social? 3699. And your first and last name? Uh, Lisa Carter. Okay. Uh, do you mind verifying your address and date of birth? 5808 Crip Myrtle Drive. It's Hope Mills, Tennessee. 283-48-2990-82. And you said it's Hope Mills, Tennessee? No. North Carolina. Oh, okay. Uh, phone number 910-316-6646? Correct. And then email is green your first name @yahoo.com? Right. All right. And you're just wanting to opt out, correct? Correct. All righty. I will go ahead and decline the coverage. Do you need help with anything else? No, ma'am. That would be all. All righty. You have a wonderful day. You too. Thank you. Bye-bye. Okay. Bye.

### **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, can I take your name?

Speaker speaker\_2: Yes. Um, I was calling because I'm trying to opt out of the benefits for, um, the staffing company that I'm working with.

Speaker speaker\_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_2: Middle Forks.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 3699.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, Lisa Carter.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: 5808 Crip Myrtle Drive. It's Hope Mills, Tennessee. 283-48-2990-82.

Speaker speaker\_1: And you said it's Hope Mills, Tennessee?

Speaker speaker\_2: No. North Carolina.

Speaker speaker\_1: Oh, okay. Uh, phone number 910-316-6646?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then email is green your first name @yahoo.com?

Speaker speaker\_2: Right.

Speaker speaker\_1: All right. And you're just wanting to opt out, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All righty. I will go ahead and decline the coverage. Do you need help with anything else?

Speaker speaker\_2: No, ma'am. That would be all.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Okay. Bye.