

## **Transcript: VICTORIA**

**Taylor-5428314859683840-5432231869857792**

### **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? Hello. I just wanted to, uh, opt out for the enrollment. Okay. Sure. What's the name of the agency you work for? Surge Staffing. And the last four of your Social? 2639. And your first and last name? Nalvear-Myers. Okay. Do you mind verifying your address and date of birth? Yeah. It'll be 8815 Cibola Court and April 6th, 2001. Okay. The address is in Lithia Springs, Georgia 30122? Yes. Phone number is 706-979-5503? Yes. All right. And then email is first name M-Y-R-S @gmail.com? Yes. And you're wanting to decline? Yes. Okay. All righty. I'll go ahead and take care of that for you. Do you need help with anything else today? No. That's it. Thank you so much. You're welcome. Have a wonderful day. You too. Bye-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. This is Victoria. How can I help you?

Speaker speaker\_2: Hello. I just wanted to, uh, opt out for the enrollment.

Speaker speaker\_1: Okay. Sure. What's the name of the agency you work for?

Speaker speaker\_2: Surge Staffing.

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

Speaker speaker\_2: 2639.

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

Speaker speaker\_2: Nalvear-Myers.

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

Speaker speaker\_2: Yeah. It'll be 8815 Cibola Court and April 6th, 2001.

Speaker speaker\_1: Okay. The address is in Lithia Springs, Georgia 30122?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Phone number is 706-979-5503?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And then email is first name M-Y-R-S @gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And you're wanting to decline?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All righty. I'll go ahead and take care of that for you. Do you need help with anything else today?

Speaker speaker\_2: No. That's it. Thank you so much.

Speaker speaker\_1: You're welcome. Have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.