

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Paul Fry. The reason why I'm calling is because I'm here at Surge right now. And, uh, I have health insurance, and I just wanna let you guys know that. So, I won't need provided. Okay. Have you received your first paycheck from them yet? No. I'm actually putting the application in now, but I just wanted to give you a heads up on that. Okay. So, uh, what I need to do is make a file for you in our systems, and then once I get it made, I'll be able to go in and decline the coverage from there. Okay. Uh, what is your first and last name again? Um, Paul, P-A-U-L, and then Fry, F-R-Y. All right. And what is your full Social? 301-88-7049. Your date of birth? Uh, 09261988. And your mailing address? 732 Spink, S-P-I-N-K, Street. The city, state and zip code? Worcester, Ohio and then 44691. And the, uh, phone number you're calling from, is that the best phone number for you? Yeah. All right. Lastly, what would be a good email? Um, paulfry133@gmail.com. All right. So, I made your file, and I'm declining coverage now. So, you are good to go from here. Now, you may receive a text message from us, which is sent out to everyone just as a reminder about the auto-enrollment. But if you do receive that text message, you can disregard it since we're declining coverage today. Okay. And, uh, was there anything else you might need help with? Um, I think that's it. Alrighty. Well, you are good to go. All right. Thank you very much. You're welcome. 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: Hi, this is Paul Fry. The reason why I'm calling is because I'm here at Surge right now. And, uh, I have health insurance, and I just wanna let you guys know that. So, I won't need provided.

Speaker speaker_0: Okay. Have you received your first paycheck from them yet?

Speaker speaker_1: No. I'm actually putting the application in now, but I just wanted to give you a heads up on that.

Speaker speaker_0: Okay. So, uh, what I need to do is make a file for you in our systems, and then once I get it made, I'll be able to go in and decline the coverage from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, what is your first and last name again?

Speaker speaker_1: Um, Paul, P-A-U-L, and then Fry, F-R-Y.

Speaker speaker_0: All right. And what is your full Social?

Speaker speaker_1: 301-88-7049.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Uh, 09261988.

Speaker speaker_0: And your mailing address?

Speaker speaker_1: 732 Spink, S-P-I-N-K, Street.

Speaker speaker_0: The city, state and zip code?

Speaker speaker_1: Worchester, Ohio and then 44691.

Speaker speaker_0: And the, uh, phone number you're calling from, is that the best phone number for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Lastly, what would be a good email?

Speaker speaker_1: Um, paulfry133@gmail.com.

Speaker speaker_0: All right. So, I made your file, and I'm declining coverage now. So, you are good to go from here. Now, you may receive a text message from us, which is sent out to everyone just as a reminder about the auto-enrollment. But if you do receive that text message, you can disregard it since we're declining coverage today.

Speaker speaker_1: Okay.

Speaker speaker_0: And, uh, was there anything else you might need help with?

Speaker speaker_1: Um, I think that's it.

Speaker speaker_0: Alrighty. Well, you are good to go.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye-bye.