

## **Transcript: VICTORIA**

**Taylor-5611815818412032-5226014743904256**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. My employer told me to call and inform you guys that I want to opt out of the benefit program. Okay. Sure. What's the name of the agency you work for? Uh, Carlson Staffing. And the last four of your social? I'm gonna give you a call back. That wasn't expected. Is there another way to verify? No. Um, with us we would need your social. We'll need to verify your name, date of birth and mailing address. Gotcha. I'm just in a public setting, so I'll just call you back. What time do you close? Uh, we're open as late as 8:00 PM Eastern Time. Okay. Thank you. 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. My employer told me to call and inform you guys that I want to opt out of the benefit program.

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

Speaker speaker\_1: Uh, Carlson Staffing.

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

Speaker speaker\_1: I'm gonna give you a call back. That wasn't expected. Is there another way to verify?

Speaker speaker\_0: No. Um, with us we would need your social. We'll need to verify your name, date of birth and mailing address.

Speaker speaker\_1: Gotcha. I'm just in a public setting, so I'll just call you back. What time do you close?

Speaker speaker\_0: Uh, we're open as late as 8:00 PM Eastern Time.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.