

## **Transcript: VICTORIA**

**Taylor-5617954143551488-4790506480943104**

### **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? Yeah, Victoria . I just got a, a text from, from you guys about calling you about benefits or something? Okay. Uh, what's the name of the agency you work for? Uh, Surge. Okay. I, I know that they automatically enroll members into one of the medical plans unless you opt out beforehand. Yeah. I need to opt out 'cause I don't need it. Okay. What's the last four of your Social? 8680. And your first and last name? Robert Hamm. Okay. H-A-M. Uh, do you mind verifying your address and date of birth as well? Yeah. 7-761 Dorchester Drive, Springfield, Ohio 45506. Okay. So I have 214 Houston Street in Circleville, Ohio. That's an old address. Okay. So it should be... You said 7761- Oh, no, no. 761 Dorchester Drive, Springfield, Ohio. This job's not even gonna keep me there that long anyway, so I don't know what, I don't know why they're trying to give me benefits for. Uh, what's the zip code for that address? 45506. Okay. Phone number is 740-408-9669? Mm-hmm. And then email is gonna be first and last name 52 at gmail.com? Yeah. All righty. I'll go ahead and decline the benefits, and you're good to go from here. Thank you. Thank you. Bye-bye. Do you need me to disconnect the call? Oh, I'm sorry. I thought you did. My bad.

### **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: Yeah, Victoria . I just got a, a text from, from you guys about calling you about benefits or something?

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

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: Okay. I, I know that they automatically enroll members into one of the medical plans unless you opt out beforehand.

Speaker speaker\_2: Yeah. I need to opt out 'cause I don't need it.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 8680.

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

Speaker speaker\_2: Robert Hamm.

Speaker speaker\_1: Okay.

Speaker speaker\_2: H-A-M.

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

Speaker speaker\_2: Yeah. 7-761 Dorchester Drive, Springfield, Ohio 45506.

Speaker speaker\_1: Okay. So I have 214 Houston Street in Circleville, Ohio.

Speaker speaker\_2: That's an old address.

Speaker speaker\_1: Okay. So it should be... You said 7761-

Speaker speaker\_2: Oh, no, no. 761 Dorchester Drive, Springfield, Ohio. This job's not even gonna keep me there that long anyway, so I don't know what, I don't know why they're trying to give me benefits for.

Speaker speaker\_1: Uh, what's the zip code for that address?

Speaker speaker\_2: 45506.

Speaker speaker\_1: Okay. Phone number is 740-408-9669?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then email is gonna be first and last name 52 at gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All righty. I'll go ahead and decline the benefits, and you're good to go from here.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you. Bye-bye. Do you need me to disconnect the call?

Speaker speaker\_2: Oh, I'm sorry. I thought you did. My bad.