

Transcript: VICTORIA

Taylor-5708490987585536-6149529586155520

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, this is Patricia Feters. Um, I was calling to let you guys know that I do not want the benefit card. Okay. Um- The service card, yeah. They, they told me up there to just call this number and tell you guys that I don't want it taken off my check or anything, that you don't want it. Okay. I understand. Well, let me pull up your file so I can decline it. What's the last four of your social? It's, uh, 7168. Okay, give me just a few seconds. All right. Yeah, I'm doing this on my lunch break real quick. Have you received your first paycheck yet? No, I won't till this Friday. Okay. So I need to make a file for you, and then once I get it made, I'll be able to go in and decline it. All right. Yeah, I only get a one-day pass. All right, so first name is Patricia. How do you spell your last name? F-E-T-T-E-R-S. All right, and your full social? It's, uh, 291687168. And date of birth? 7/29/70. And phone number is the same one you're calling from, right? Yes. I'm sorry I'm talking to you with my mouth full. I'm eating. You're fine. And, uh, your mailing address? It's 906 Elm Street, Bucyrus, Ohio 44820. And then what would be a good email? Uh, it'll be, uh, Patty Feters, um, A, um, Gmail. I'm just so used to it, I'm not even remembering it now. Okay, so it's your first and last name, and then the letter A at gmail.com? Yeah, it's Patty, P-A-T-T-Y, then Feters. Okay. All right, let's see. All righty, so I made your file and I'm declining coverage now, so you're good to go from here. All right then, I thank you. You're welcome. Bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, this is Patricia Feters. Um, I was calling to let you guys know that I do not want the benefit card.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: The service card, yeah. They, they told me up there to just call this number and tell you guys that I don't want it taken off my check or anything, that you don't want it.

Speaker speaker_0: Okay. I understand. Well, let me pull up your file so I can decline it. What's the last four of your social?

Speaker speaker_1: It's, uh, 7168.

Speaker speaker_0: Okay, give me just a few seconds.

Speaker speaker_1: All right. Yeah, I'm doing this on my lunch break real quick.

Speaker speaker_0: Have you received your first paycheck yet?

Speaker speaker_1: No, I won't till this Friday.

Speaker speaker_0: Okay. So I need to make a file for you, and then once I get it made, I'll be able to go in and decline it.

Speaker speaker_1: All right. Yeah, I only get a one-day pass.

Speaker speaker_0: All right, so first name is Patricia. How do you spell your last name?

Speaker speaker_1: F-E-T-T-E-R-S.

Speaker speaker_0: All right, and your full social?

Speaker speaker_1: It's, uh, 291687168.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 7/29/70.

Speaker speaker_0: And phone number is the same one you're calling from, right?

Speaker speaker_1: Yes. I'm sorry I'm talking to you with my mouth full. I'm eating.

Speaker speaker_0: You're fine. And, uh, your mailing address?

Speaker speaker_1: It's 906 Elm Street, Bucyrus, Ohio 44820.

Speaker speaker_0: And then what would be a good email?

Speaker speaker_1: Uh, it'll be, uh, Patty Feters, um, A, um, Gmail. I'm just so used to it, I'm not even remembering it now.

Speaker speaker_0: Okay, so it's your first and last name, and then the letter A at gmail.com?

Speaker speaker_1: Yeah, it's Patty, P-A-T-T-Y, then Feters.

Speaker speaker_0: Okay. All right, let's see. All righty, so I made your file and I'm declining coverage now, so you're good to go from here.

Speaker speaker_1: All right then, I thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Mm-hmm.