

Transcript: VICTORIA

Taylor-5750880400785408-5480370190368768

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 was just calling to, um, uh, unenroll myself from paying for the insurance through Crown. Okay. Uh, what's the last four of your Social? 1762. And your first and last name? Nakiya, N-A-K-I-Y-A, Davis, D-A-V-I-S. And do you mind verifying your address and date of birth? 124 Kildere Drive, and my date of birth is 06/15/2005. All right, for the address, uh, the city is Clarksville, Tennessee, 37040? Yes, ma'am. Phone number is 615-335-5464? Yes, ma'am. Okay, and then email is gonna be first name, elaine, @gmail.com? Yes. And you're wanting to opt out, correct? Yes, ma'am. All right, I will go ahead and decline that for you. Do you need help with anything else? No, ma'am. That's- that was all. All righty. You have a wonderful day. You too. Thank you. 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 was just calling to, um, uh, unenroll myself from paying for the insurance through Crown.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 1762.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Nakiya, N-A-K-I-Y-A, Davis, D-A-V-I-S.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: 124 Kildere Drive, and my date of birth is 06/15/2005.

Speaker speaker_1: All right, for the address, uh, the city is Clarksville, Tennessee, 37040?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Phone number is 615-335-5464?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and then email is gonna be first name, elaine, @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And you're wanting to opt out, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, I will go ahead and decline that for you. Do you need help with anything else?

Speaker speaker_2: No, ma'am. That's- that was all.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.