

## **Transcript: VICTORIA**

**Taylor-5777403881668608-4911211151310848**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Okay. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, this is Randall Brooks and I would like to , excuse me, have, like to ha- opt out of the health insurance. Okay. Uh, what's the name of the agency you work for? Uh, I say I am with American Staff Corp. And the last four of your Social? Six, seven, three, two. And I'm sorry, your first and last name again? Randall Brooks. R-A-N-D-A-L. Have you received your first paycheck yet? No. Okay. So I just need to make a file for you and then once I get it made, I'll be able to opt you out from there. Okay. All right. Um, first name R. Your name is spelled R-E-... R-A-N-D-A-L. Oh. Okay, and then last name B-R-O-O-K-S? Correct. Okay. What is your full Social? 443-60-6732. And date of birth? 7/2/57. And what is your mailing address? 16929 Sunny Hollow, two words, Edmond, Oklahoma 73012. And, uh, what would be a good phone number for you? The best phone number? 405-365-0022. And then your email address? R as in Randall, T as in top, B as in boy, D as in boy at att.net. Okay. And you're wanting to opt out? Yes, ma'am. Okay. Give me just a few seconds. All righty, I got your file made and declined the coverage, and you're good to go from here. All right. Thank you very much. Have a good day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_1: Yes, this is Randall Brooks and I would like to , excuse me, have, like to ha- opt out of the health insurance.

Speaker speaker\_2: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, I say I am with American Staff Corp.

Speaker speaker\_2: And the last four of your Social?

Speaker speaker\_1: Six, seven, three, two.

Speaker speaker\_2: And I'm sorry, your first and last name again?

Speaker speaker\_1: Randall Brooks. R-A-N-D-A-L.

Speaker speaker\_2: Have you received your first paycheck yet?

Speaker speaker\_1: No.

Speaker speaker\_2: Okay. So I just need to make a file for you and then once I get it made, I'll be able to opt you out from there.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_2: Um, first name R.

Speaker speaker\_1: Your name is spelled R-E-... R-A-N-D-A-L.

Speaker speaker\_2: Oh. Okay, and then last name B-R-O-O-K-S?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. What is your full Social?

Speaker speaker\_1: 443-60-6732.

Speaker speaker\_2: And date of birth?

Speaker speaker\_1: 7/2/57.

Speaker speaker\_2: And what is your mailing address?

Speaker speaker\_1: 16929 Sunny Hollow, two words, Edmond, Oklahoma 73012.

Speaker speaker\_2: And, uh, what would be a good phone number for you?

Speaker speaker\_1: The best phone number? 405-365-0022.

Speaker speaker\_2: And then your email address?

Speaker speaker\_1: R as in Randall, T as in top, B as in boy, D as in boy at att.net.

Speaker speaker\_2: Okay. And you're wanting to opt out?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Give me just a few seconds. All righty, I got your file made and declined the coverage, and you're good to go from here.

Speaker speaker\_1: All right. Thank you very much. Have a good day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.