

## **Transcript: VICTORIA**

**Taylor-5806111518932992-5092847910699008**

### **Full Transcript**

Thank you for calling Benefits on Occur. This is Victoria. How can I help you? Hi, my name is Duncan. Um, I'm actually, uh, trying to get a job with, uh, the Surge and I had wanted to turn off the benefit tractors. Okay. Have you already received your first paycheck? No, ma'am. Okay. Uh, what's your last name? Beasley. B-E-A-S-L-E-Y. Okay. Uh, let's see. I'm gonna have to make a file for you and then once I get it made, I'll be able to go in and, uh, opt you out of the auto-enrollment. Okay, that's fine. What is your full social? Uh, uh, 412-43-9574. Your date of birth? 11/16/1981. And then your, uh, full mailing address? Say again? Your full mailing address? Uh, it is, uh, uh, 126 Gerald, G-E-R-R-E-D-L, Drive Milledgeville, Georgia. And the zip code? Uh, 31061. All right. And phone number is the same phone number you're calling from? Yes, ma'am. And what would be a good email? Uh, um, my last name, first name at Gmail. So it'd be beaslyduncan@gmail. Okay. Give me a few seconds. Okay. Okay. And just to make sure I got the social correct, 412-43-9574? Yes, ma'am. Okay. All righty. So I got your file made and I am declining coverage now. Now you may get a, a text message within the next one to two weeks just reminding you of the auto-enrollment. But since I made your file and declined coverage, you're good to go. Okay. I was gonna say, 'cause I'm, I'm here now filling out a job application. I just wanna go ahead and do that. Mm-hmm. Gotcha. No worries. Yeah. I was just gonna, um, tell you about that text message so you don't... Like I said, you don't have to call back. It's already been declined, but, uh, you'll probably still get the text message. That's, that's fine. All righty. Do you need- I appreciate it. ... help with anything else? I don't think... No, I think that's it. I just... I had noticed that if I didn't do it before I got the... Well, well, I, I probably had to do it before I got the job, so I had wanted to wait 'til I actually got the job to- ... to decline it, because I, I've already got benefits, uh, on another fashion. I don't need all the money coming out. Yeah, I gotcha. All righty. I appreciate it. Well, you have a wonderful day. You too. Thank you, ma'am. Thank you. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on Occur. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, my name is Duncan. Um, I'm actually, uh, trying to get a job with, uh, the Surge and I had wanted to turn off the benefit tractors.

Speaker speaker\_0: Okay. Have you already received your first paycheck?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay. Uh, what's your last name?

Speaker speaker\_1: Beasley. B-E-A-S-L-E-Y.

Speaker speaker\_0: Okay. Uh, let's see. I'm gonna have to make a file for you and then once I get it made, I'll be able to go in and, uh, opt you out of the auto-enrollment.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: What is your full social?

Speaker speaker\_1: Uh, uh, 412-43-9574.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: 11/16/1981.

Speaker speaker\_0: And then your, uh, full mailing address?

Speaker speaker\_1: Say again?

Speaker speaker\_0: Your full mailing address?

Speaker speaker\_1: Uh, it is, uh, uh, 126 Gerald, G-E-R-R-E-D-L, Drive Milledgeville, Georgia.

Speaker speaker\_0: And the zip code?

Speaker speaker\_1: Uh, 31061.

Speaker speaker\_0: All right. And phone number is the same phone number you're calling from?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And what would be a good email?

Speaker speaker\_1: Uh, um, my last name, first name at Gmail. So it'd be beaslyduncan@gmail.

Speaker speaker\_0: Okay. Give me a few seconds.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And just to make sure I got the social correct, 412-43-9574?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All righty. So I got your file made and I am declining coverage now. Now you may get a, a text message within the next one to two weeks just reminding you of the auto-enrollment. But since I made your file and declined coverage, you're good to go.

Speaker speaker\_1: Okay. I was gonna say, 'cause I'm, I'm here now filling out a job application. I just wanna go ahead and do that. Mm-hmm.

Speaker speaker\_0: Gotcha. No worries. Yeah. I was just gonna, um, tell you about that text message so you don't... Like I said, you don't have to call back. It's already been declined, but, uh, you'll probably still get the text message.

Speaker speaker\_1: That's, that's fine.

Speaker speaker\_0: All righty. Do you need-

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: ... help with anything else?

Speaker speaker\_1: I don't think... No, I think that's it. I just... I had noticed that if I didn't do it before I got the... Well, well, I, I probably had to do it before I got the job, so I had wanted to wait 'til I actually got the job to- ... to decline it, because I, I've already got benefits, uh, on another fashion. I don't need all the money coming out.

Speaker speaker\_0: Yeah, I gotcha. All righty.

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: Well, you have a wonderful day.

Speaker speaker\_1: You too. Thank you, ma'am.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: All right.

Speaker speaker\_0: Bye-bye.