

## **Transcript: VICTORIA**

**Taylor-5866736052518912-4772964564647936**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Victoria. How can I help you? Oh, mm-hmm. Hi, my name's Amber Henderson. Um, I'm calling because Crown Staffing gave me y'all's number to cancel my BIC insurance. Okay. You said it's Crown? Yes, ma'am. What's the last four of your Social? 6068. Gotcha, and do you mind verifying your address and date of birth? Um, I don't know which one y'all have on file but my current address is 1200 Denzel Drive, Hopkinsville, Kentucky. And, uh, what was the other question, I'm so sorry? Uh, your date of birth? Oh, July 30th, 1999. Okay, it looks like I might need to update your address. Do you mind spelling the name of the street for me? Uh, Denzel, D-E-N-Z-I-L. Okay, and then it was Drive, and that's still in Hopkinsville. Is it 42240? Yes, ma'am. Okay. Uh, is phone number still 270-697-2998? No, ma'am. My new f... uh, number is 270-660-9411. Gotcha. Email is amberjh1999@... excuse me, @icloud.com. Yes, ma'am. Okay. I don't see you're enrolled into anything, so are you just wanting to decline coverage? Yes. Okay. I will go ahead and decline it, and you are g- good to go from here. All right. Thank you. You're welcome. Have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. This is Victoria. How can I help you?

Speaker speaker\_1: Oh, mm-hmm. Hi, my name's Amber Henderson. Um, I'm calling because Crown Staffing gave me y'all's number to cancel my BIC insurance.

Speaker speaker\_0: Okay. You said it's Crown?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 6068.

Speaker speaker\_0: Gotcha, and do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, I don't know which one y'all have on file but my current address is 1200 Denzel Drive, Hopkinsville, Kentucky. And, uh, what was the other question, I'm so sorry?

Speaker speaker\_0: Uh, your date of birth?

Speaker speaker\_1: Oh, July 30th, 1999.

Speaker speaker\_0: Okay, it looks like I might need to update your address. Do you mind spelling the name of the street for me?

Speaker speaker\_1: Uh, Denzel, D-E-N-Z-I-L.

Speaker speaker\_0: Okay, and then it was Drive, and that's still in Hopkinsville. Is it 42240?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Uh, is phone number still 270-697-2998?

Speaker speaker\_1: No, ma'am. My new f... uh, number is 270-660-9411.

Speaker speaker\_0: Gotcha. Email is amberjh1999@... excuse me, @icloud.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I don't see you're enrolled into anything, so are you just wanting to decline coverage?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I will go ahead and decline it, and you are g- good to go from here.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. Have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye-bye. Thank you. Bye-bye.