

## Transcript: VICTORIA

**Taylor-5877675577229312-4526529432436736**

### Full Transcript

Thank you for calling Benefits on a Card. This is Vatoria. How can I help you? Hey, my name is Kiler Allen. I'm with MAU. Hey. How can I help you? I was calling to opt out of the benefits that I had put that I wanted. Okay. Um, let me pull up your file. What's the last four of your Social? 5480. And I'm sorry, what was your first and last name again? Kiler Allen. K-I-L-E-R A-L-L-E-N. Have you received your, uh, first paycheck yet? No, ma'am. Okay. And let me... So I'm gonna have to make a file for you on our end. Now, did you fill out a enrollment form requesting coverage? I did. Do you remember, um, when it was that you filled out that form? Mm-hmm. Maybe about two weeks ago. Okay. I'm just gonna make a note just in case we come by it so we can disregard it. Um, and then, let's see. So first name is K-I-L-E-R, you said? Yes, ma'am. Okay. And last name is Allen. What is your full Social? 668095480. And your date of birth? April 1st, 2000. And your mailing address? 311 Crabapple Chase. Okay, so 311 Crabapple Place? Chase. C-H-A-S-E. Oh, okay. And the city, state and zip code? Anderson, South Carolina 29625. All right. And then phone number is 706-540-9760? Yes, ma'am. And lastly, do you have a good email? Kiler, K-I-L-E-R, Monique, M-O-N-I-Q-U-E 013 at gmail.com. Should I call MAU and tell them not to submit it, or is there a reason y'all haven't received it yet? If you haven't received your first paycheck, that would explain why we don't have a file for you in our system. So what I'm doing is I'm making a file and I'm declining it on my end, and then I'm gonna make a note that if we receive any enrollment form, just, to just disregard it. So nothing will be taken out my check with... It should not. If you want to reach out to MAU if they still have that enrollment form, you can do so, but I'm declining it on my end. Okay. Thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Vatoria. How can I help you?

Speaker speaker\_1: Hey, my name is Kiler Allen. I'm with MAU.

Speaker speaker\_0: Hey. How can I help you?

Speaker speaker\_1: I was calling to opt out of the benefits that I had put that I wanted.

Speaker speaker\_0: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker\_1: 5480.

Speaker speaker\_0: And I'm sorry, what was your first and last name again?

Speaker speaker\_1: Kiler Allen. K-I-L-E-R A-L-L-E-N.

Speaker speaker\_0: Have you received your, uh, first paycheck yet?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay. And let me... So I'm gonna have to make a file for you on our end. Now, did you fill out a enrollment form requesting coverage?

Speaker speaker\_1: I did.

Speaker speaker\_0: Do you remember, um, when it was that you filled out that form?

Speaker speaker\_1: Mm-hmm. Maybe about two weeks ago.

Speaker speaker\_0: Okay. I'm just gonna make a note just in case we come by it so we can disregard it. Um, and then, let's see. So first name is K-I-L-E-R, you said?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And last name is Allen. What is your full Social?

Speaker speaker\_1: 668095480.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: April 1st, 2000.

Speaker speaker\_0: And your mailing address?

Speaker speaker\_1: 311 Crabapple Chase.

Speaker speaker\_0: Okay, so 311 Crabapple Place?

Speaker speaker\_1: Chase. C-H-A-S-E.

Speaker speaker\_0: Oh, okay. And the city, state and zip code?

Speaker speaker\_1: Anderson, South Carolina 29625.

Speaker speaker\_0: All right. And then phone number is 706-540-9760?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And lastly, do you have a good email?

Speaker speaker\_1: Kiler, K-I-L-E-R, Monique, M-O-N-I-Q-U-E 013 at gmail.com. Should I call MAU and tell them not to submit it, or is there a reason y'all haven't received it yet?

Speaker speaker\_0: If you haven't received your first paycheck, that would explain why we don't have a file for you in our system. So what I'm doing is I'm making a file and I'm declining it on my end, and then I'm gonna make a note that if we receive any enrollment form, just, to just disregard it.

Speaker speaker\_1: So nothing will be taken out my check with...

Speaker speaker\_0: It should not. If you want to reach out to MAU if they still have that enrollment form, you can do so, but I'm declining it on my end.

Speaker speaker\_1: Okay. Thank you so much.

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

Speaker speaker\_1: You too.

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