## Transcript: VICTORIA Taylor-5878016441270272-4790085202952192

## **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, is this Zachary? This is him. Hey, this is Victoria with Benefits on a Card. Uh, we administer medical insurance for Crown Services. Yes, ma'am. I was trying to opt out of that. Okay. Gotcha. I just saw your text message reply so I figured I'd give you a call back, um, and I will go ahead and decline that for you and you're good to go from here. Okay. Thank you. Thank you. Bye-bye. Bye. Well, I had sent him some pictures- Yeah, before it was taken. So, it's there and it worked before now, so. Right. Why? He's got a lady he goes out with every day on it. Yeah. I told him how he was- Well, I said to your friend- Did you need me to, uh, disconnect the call? Good job. What was that about? Uh, I don't know. Hello? Are you crying, baby? How are you?

## **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, is this Zachary?

Speaker speaker\_0: This is him.

Speaker speaker\_2: Hey, this is Victoria with Benefits on a Card. Uh, we administer medical insurance for Crown Services.

Speaker speaker\_0: Yes, ma'am. I was trying to opt out of that.

Speaker speaker\_2: Okay. Gotcha. I just saw your text message reply so I figured I'd give you a call back, um, and I will go ahead and decline that for you and you're good to go from here.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_2: Thank you. Bye-bye.

Speaker speaker\_0: Bye.

Speaker speaker\_4: Well, I had sent him some pictures-

Speaker speaker\_3: Yeah, before it was taken.

Speaker speaker\_4: So, it's there and it worked before now, so.

Speaker speaker\_5: Right.

Speaker speaker\_0: Why?

Speaker speaker\_4: He's got a lady he goes out with every day on it.

Speaker speaker\_5: Yeah.

Speaker speaker\_4: I told him how he was- Well, I said to your friend-

Speaker speaker\_2: Did you need me to, uh, disconnect the call?

Speaker speaker\_5: Good job. What was that about?

Speaker speaker\_4: Uh, I don't know.

Speaker speaker\_1: Hello?

Speaker speaker\_4: Are you crying, baby?

Speaker speaker\_5: How are you?