

Transcript: VICTORIA

Taylor-5882361133973504-4828372468547584

Full Transcript

Hello. "Your call may be monitored or recorded for quality assurance purposes." Hey, is this, uh, Kurt Fuller? Who else is calling? Hey, this is Victoria with Benefits and a Card. Um, we administer the insurance for American Stat Corp. Uh-huh. Hey. Um, so I'm just giving you a call, um, in regards to, uh, the insurance they offer. I see you were previously speaking to Chris, um, and advised that you were seeing deductions. Oh, okay. Yes, ma'am. Um, so our account manager did reach out, um, and advised that you should be refunded for those deductions taken from the two checks, and the coverage will be canceled. Okay. Yes, sir. So we just wanted to give you a call and let you know what was going on with that. Awesome. Well, I sure do appreciate it, ma'am. You're welcome. You have a wonderful day. Thank you. You too. Thank you. Bye-bye.

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, uh, Kurt Fuller?

Speaker speaker_0: Who else is calling?

Speaker speaker_2: Hey, this is Victoria with Benefits and a Card. Um, we administer the insurance for American Stat Corp.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: Hey. Um, so I'm just giving you a call, um, in regards to, uh, the insurance they offer. I see you were previously speaking to Chris, um, and advised that you were seeing deductions.

Speaker speaker_0: Oh, okay. Yes, ma'am.

Speaker speaker_2: Um, so our account manager did reach out, um, and advised that you should be refunded for those deductions taken from the two checks, and the coverage will be canceled.

Speaker speaker_0: Okay.

Speaker speaker_2: Yes, sir. So we just wanted to give you a call and let you know what was going on with that.

Speaker speaker_0: Awesome. Well, I sure do appreciate it, ma'am.

Speaker speaker_2: You're welcome. You have a wonderful day.

Speaker speaker_0: Thank you. You too.

Speaker speaker_2: Thank you. Bye-bye.