

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I was calling because I wanted to decline, uh, medical coverage. Okay. What's the name of the agency you work with? Megaforce. Okay. And the last four of your Social? BPA14. And your first and last name? Okay. Do you mind verifying your address and date of birth? 339 Mountain View Street, 12/27/2003. All right. And then, um, for the address, did you say it was 339 Mountain View Street? Yes, ma'am. Okay. Just wanted to make sure. Phone number 980-320-2799? Yes. And then email is first name dot last name27 at gmail.com? Yes. All righty. I will go ahead and decline the benefits, and you should be good to go from here. Okay, thank you. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, I was calling because I wanted to decline, uh, medical coverage.

Speaker speaker\_1: Okay. What's the name of the agency you work with?

Speaker speaker\_2: Megaforce.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: BPA14.

Speaker speaker\_1: And your first and last name? Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 339 Mountain View Street, 12/27/2003.

Speaker speaker\_1: All right. And then, um, for the address, did you say it was 339 Mountain View Street?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Just wanted to make sure. Phone number 980-320-2799?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is first name dot last name27 at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. I will go ahead and decline the benefits, and you should be good to go from here.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.