

Transcript: VICTORIA

Taylor-5929212327411712-4852148279099392

Full Transcript

Thank you for calling Benefits in a Car, this is Victoria. I again, um- Is this for insurance? ... is this for insurance? With the job? With the job. Yes, so here at Minister Coverage for multiple staffing agencies, so it is for the insurance. Okay. We don't want the insurance. Me and my husband. 'Cause we've already got insurance. Okay, that's fine. What's the name of the staffing agency you're working through? Surge. Okay, and you're both employees? Yes. Okay. I'm gonna have to pull up your individual files and decline it from there. Okay. That's fine. Let's start off with your f- your file. What's the last four of your social? Uh, 8791. And your first and last name? Crystal Roe. I'm glad they sent that text message. Yeah. So first name is Crystal... How do you spell your last name? Roe is R-O-E and my first name starts with a C. Okay. Do you mind verifying your address and date of birth? It's 407 South 6th Street, Apartment 4A, Gadsden, Alabama, 35901. And birthday is 12/15/99. Phone number 256-365-6950? Yes, ma'am. Okay. And then email is gonna be first initial and then B-R-O-E 22@gmail.com? Yes. Okay. And you are wanting to decline? Yes, ma'am. Okay. Give me one second. Okay. So you are good to go and, uh, do you mind if I speak to your husband? No problem. I'm here. Hey, what's the last four of your social? Uh, it's 2465. And your first and last name? Cole Monroe. Okay, give me one second. My computer's freezing up now. That's okay. All right, and if you'll verify your address and date of birth. Uh, home address is 4074-4074- ... Gasket Street, Apartment 4A, Gadsden, Alabama. Date of birth is 9/7/90. All right. Phone number is 706-266-2455? Yes, ma'am. And then email is coleroe291@gmail.com? Yes, ma'am. And you're wanting to decline as well? Yes, ma'am. All righty. You guys are both good to go. Did you need help with anything else? No, ma'am. Thank you so much. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car, this is Victoria.

Speaker speaker_1: I again, um-

Speaker speaker_2: Is this for insurance?

Speaker speaker_1: ... is this for insurance?

Speaker speaker_2: With the job?

Speaker speaker_1: With the job.

Speaker speaker_0: Yes, so here at Minister Coverage for multiple staffing agencies, so it is for the insurance.

Speaker speaker_1: Okay. We don't want the insurance. Me and my husband.

Speaker speaker_2: 'Cause we've already got insurance.

Speaker speaker_0: Okay, that's fine. What's the name of the staffing agency you're working through?

Speaker speaker_1: Surge.

Speaker speaker_0: Okay, and you're both employees?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'm gonna have to pull up your individual files and decline it from there.

Speaker speaker_1: Okay.

Speaker speaker_2: That's fine.

Speaker speaker_0: Let's start off with your f- your file. What's the last four of your social?

Speaker speaker_1: Uh, 8791.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Crystal Roe.

Speaker speaker_2: I'm glad they sent that text message.

Speaker speaker_1: Yeah.

Speaker speaker_0: So first name is Crystal... How do you spell your last name?

Speaker speaker_1: Roe is R-O-E and my first name starts with a C.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's 407 South 6th Street, Apartment 4A, Gadsden, Alabama, 35901. And birthday is 12/15/99.

Speaker speaker_0: Phone number 256-365-6950?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then email is gonna be first initial and then B-R-O-E 22@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you are wanting to decline?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. Okay. So you are good to go and, uh, do you mind if I speak to your husband?

Speaker speaker_1: No problem.

Speaker speaker_2: I'm here.

Speaker speaker_0: Hey, what's the last four of your social?

Speaker speaker_2: Uh, it's 2465.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Cole Monroe.

Speaker speaker_0: Okay, give me one second. My computer's freezing up now.

Speaker speaker_2: That's okay.

Speaker speaker_0: All right, and if you'll verify your address and date of birth.

Speaker speaker_2: Uh, home address is 4074-

Speaker speaker_1: 4074-

Speaker speaker_2: ... Gasket Street, Apartment 4A, Gadsden, Alabama. Date of birth is 9/7/90.

Speaker speaker_0: All right. Phone number is 706-266-2455?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And then email is coleroe291@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And you're wanting to decline as well?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All righty. You guys are both good to go. Did you need help with anything else?

Speaker speaker_2: No, ma'am. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_0: Bye-bye.