

## **Transcript: VICTORIA**

**Taylor-5938148281991168-5118408810610688**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Um, yeah. I would like to decline the coverage. Okay. What's the name of the agency you work for? Surge. All right. And the last four of your Social? 8392. Okay. And your first and last name? Joshua Weaver. Perfect. Do you mind verifying your address and date of birth? 1304 Lakewood Lime, Ohio 45805. April 10th, 1981. Okay. And then phone number 419-201-7957? Correct. All right. And then email is mrweaver81@outlook. Well, that's an old email address but... That's not valid anymore but yeah. Okay. Do you want me to update it? No, you don't need to update it. Okay. Just go ahead, go ahead and decline it. Yes, sir. I went ahead and did that for you. Do you need help with anything else? Nope. That's it. All righty. Have a good day. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker\_1: Um, yeah. I would like to decline the coverage.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: All right. And the last four of your Social?

Speaker speaker\_1: 8392.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Joshua Weaver.

Speaker speaker\_0: Perfect. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 1304 Lakewood Lime, Ohio 45805. April 10th, 1981.

Speaker speaker\_0: Okay. And then phone number 419-201-7957?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And then email is mrweaver81@outlook.

Speaker speaker\_1: Well, that's an old email address but... That's not valid anymore but yeah.

Speaker speaker\_0: Okay. Do you want me to update it?

Speaker speaker\_1: No, you don't need to update it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Just go ahead, go ahead and decline it.

Speaker speaker\_0: Yes, sir. I went ahead and did that for you. Do you need help with anything else?

Speaker speaker\_1: Nope. That's it.

Speaker speaker\_0: All righty. Have a good day.

Speaker speaker\_1: You too.

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