

## **Transcript: VICTORIA**

**Taylor-6029365620031488-5913154072559616**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 500-1234, this is Victoria. How can I help you? Hello, Victoria. I was calling about an opt-out, uh, for a MEK Calirex card or something. Okay. What's the name- For Health Insurance Agency. ... of the agency? It's, uh, CYT. Is that the name of the staffing agency you work for? Uh, no, they're, they're Surge. Okay. And last- S-U-R- ... four... Mm-mm. Sorry about that. The last four of your Social? 4727. Your first and last name? Arlo Perry, and I'm the fourth. Okay. Uh, do you mind verifying your address and date of birth? Yeah. It's 4332 County Road 28, Cardington, Ohio 43315. And then my name... Or, what was the other question again? Sorry. Your date of birth. Oh, okay. Uh, 11/16/2005. Uh, phone number is gonna be 614-980-5331. Yep. That's where I'm calling from. Email address is gonna be last name, first name, the number one at gmail.com? Yes. Okay. And you're wanting to opt out? Yeah. Okay. Do you need help with anything else? Uh, no. I believe that was it. All righty. You have a wonderful day. Thank you. You, too. 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 500-1234, this is Victoria. How can I help you?

Speaker speaker\_2: Hello, Victoria. I was calling about an opt-out, uh, for a MEK Calirex card or something.

Speaker speaker\_1: Okay. What's the name-

Speaker speaker\_2: For Health Insurance Agency.

Speaker speaker\_1: ... of the agency?

Speaker speaker\_2: It's, uh, CYT.

Speaker speaker\_1: Is that the name of the staffing agency you work for?

Speaker speaker\_2: Uh, no, they're, they're Surge.

Speaker speaker\_1: Okay. And last-

Speaker speaker\_2: S-U-R-

Speaker speaker\_1: ... four...

Speaker speaker\_2: Mm-mm.

Speaker speaker\_1: Sorry about that. The last four of your Social?

Speaker speaker\_2: 4727.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Arlo Perry, and I'm the fourth.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah. It's 4332 County Road 28, Cardington, Ohio 43315. And then my name... Or, what was the other question again? Sorry.

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Oh, okay. Uh, 11/16/2005.

Speaker speaker\_1: Uh, phone number is gonna be 614-980-5331.

Speaker speaker\_2: Yep. That's where I'm calling from.

Speaker speaker\_1: Email address is gonna be last name, first name, the number one at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you're wanting to opt out?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Do you need help with anything else?

Speaker speaker\_2: Uh, no. I believe that was it.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: Thank you. You, too.

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

Speaker speaker\_2: Bye.