

## **Transcript: VICTORIA**

**Taylor-6034759740768256-6476281556713472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Hi. I wanted to cancel my insurance. Okay. Uh, what's the name of the agency you work for? Surge Staffing. And the last four of your Social? 1366. And your first and last name? Michael First. Okay. Uh, do you mind verifying your a- address and date of birth? 326 Du Pont Road, Seymour, Indiana. And what else? Your date of birth. Oh. 03/28/81. Phone number 812-95-930129? 95, yep. Okay. And then email's gonna be mg and then your last name@yahoo.com? Yep. Okay. So I don't see you're enrolled into anything as of yet, so I will go ahead and decline it for you. Great. All right. Thank you. You're welcome. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. I wanted to cancel my insurance.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Surge Staffing.

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

Speaker speaker\_2: 1366.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Michael First.

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

Speaker speaker\_2: 326 Du Pont Road, Seymour, Indiana. And what else?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Oh. 03/28/81.

Speaker speaker\_1: Phone number 812-95-930129?

Speaker speaker\_2: 95, yep.

Speaker speaker\_1: Okay. And then email's gonna be mg and then your last name@yahoo.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. So I don't see you're enrolled into anything as of yet, so I will go ahead and decline it for you.

Speaker speaker\_2: Great. All right. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.