

Transcript: VICTORIA

Taylor-6069382554370048-6123987250233344

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? How are you doing, Victoria? I'm good. How are you? How are you? Good. I'm calling about the, uh, the benefits. I was told to call within 30 days. Okay. Uh, what's the name of the agency you work for? Uh, it is Surge Staffing. Gotcha. Uh-huh. And the last four of your Social? It's 8936. 8936? Correct. Gotcha. Um, let's see. And your first and last name? Carlos Aborto. All righty. Do you mind verifying your address and date of birth? Yeah. It's uh, 217 Home Drive, DeKalb, Illinois. My birthdate is July 22nd, '88. Okay. Phone number 815-517-7158? Correct. And then email is gonna be last name, first initial '88@yahoo.com? Yes. Okay. Let's see. And are you wanting to get enrolled into the benefits, or are you wanting to decline coverage? Uh, for now I'm gonna opt out of the- the coverage. Okay. Give me just a few seconds. All righty. Declining the coverage now for you. And was there anything else you might need help with? Uh, no, that's it. All righty. You have a wonderful day. Thank you. You as well. 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: How are you doing, Victoria?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_2: How are you? Good. I'm calling about the, uh, the benefits. I was told to call within 30 days.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, it is Surge Staffing.

Speaker speaker_1: Gotcha.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: It's 8936.

Speaker speaker_1: 8936?

Speaker speaker_2: Correct.

Speaker speaker_1: Gotcha. Um, let's see. And your first and last name?

Speaker speaker_2: Carlos Aborto.

Speaker speaker_1: All righty. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. It's uh, 217 Home Drive, DeKalb, Illinois. My birthdate is July 22nd, '88.

Speaker speaker_1: Okay. Phone number 815-517-7158?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is gonna be last name, first initial '88@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see. And are you wanting to get enrolled into the benefits, or are you wanting to decline coverage?

Speaker speaker_2: Uh, for now I'm gonna opt out of the- the coverage.

Speaker speaker_1: Okay. Give me just a few seconds. All righty. Declining the coverage now for you. And was there anything else you might need help with?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.