

## **Transcript: VICTORIA**

**Taylor-6072617350250496-4623535935111168**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I noticed that, um, a deductible was getting taken out of my check starting January 1st but I already opted out last year. I wanted to understand why. Okay. What's the name of the agency you work for? Clinical Staffing Resources. All right. And the last four of your social? 9836. And your first and last name? Rachel Leon. Okay. Do you mind verifying your address and date of birth? Address is 14905 Arbor Spring Circle, Apartment 116, Tampa, Florida 33624. Date of birth, 12/15/96. Phone number 239-692-5546? Correct. Okay. And then email is your first name dot last name96@gmail.com? Yes. Okay. I don't see that you're enrolled into anything and I don't see that we've received any deductions for the coverage. Okay. I'll talk to my agency then. Yes, ma'am. Do you need help with anything else? No, that was all. All righty. You have a wonderful day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, I noticed that, um, a deductible was getting taken out of my check starting January 1st but I already opted out last year. I wanted to understand why.

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

Speaker speaker\_1: Clinical Staffing Resources.

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

Speaker speaker\_1: 9836.

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

Speaker speaker\_1: Rachel Leon.

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

Speaker speaker\_1: Address is 14905 Arbor Spring Circle, Apartment 116, Tampa, Florida 33624. Date of birth, 12/15/96.

Speaker speaker\_0: Phone number 239-692-5546?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And then email is your first name dot last name96@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I don't see that you're enrolled into anything and I don't see that we've received any deductions for the coverage.

Speaker speaker\_1: Okay. I'll talk to my agency then.

Speaker speaker\_0: Yes, ma'am. Do you need help with anything else?

Speaker speaker\_1: No, that was all.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.