

## **Transcript: VICTORIA**

**Taylor-6077250567585792-6706052385652736**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, is this the number I call to decline my coverage? Yeah. Um, do you work through, like, a staffing agency? Yes, Megaforce is what it's called. Okay. Let me pull up your file. What's the last four of your Social? Uh, 15-81. And your first and last name? Your full name? Kogi Johnson. Okay. Uh, do you mind also verifying your address and date of birth? 106 Bernard Avenue, Brainerd Avenue, excuse me, and January 16th, 1997. And then phone number is 910-322-7355? Yes. Okay. All right, and you're wanting to decline, correct? Yes. All right. I will go ahead and decline it on my end and you're good to go. Okay, thank you. Have a good 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: Yes, is this the number I call to decline my coverage?

Speaker speaker\_0: Yeah. Um, do you work through, like, a staffing agency?

Speaker speaker\_1: Yes, Megaforce is what it's called.

Speaker speaker\_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker\_1: Uh, 15-81.

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

Speaker speaker\_1: Kogi Johnson.

Speaker speaker\_0: Okay. Uh, do you mind also verifying your address and date of birth?

Speaker speaker\_1: 106 Bernard Avenue, Brainerd Avenue, excuse me, and January 16th, 1997.

Speaker speaker\_0: And then phone number is 910-322-7355?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right, and you're wanting to decline, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I will go ahead and decline it on my end and you're good to go.

Speaker speaker\_1: Okay, thank you. Have a good day.

Speaker speaker\_0: You too. Bye-bye.