

## **Transcript: VICTORIA**

**Taylor-6087375405498368-6699109677842432**

### **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? Yes. I spoke with someone on January the 13th about 90... '91 insurance and surge. Is it automatic to receive the text message saying, um, "I'm auto enrolled in M-E-C tele recs"? Yeah. Those are autom-automated text messages, so it's sent to everyone. Um, but I can pull up your file and verify it's been declined. Okay. Give me just a few seconds. What information do you need? Uh, the last four of your Social. 0187. And your first and last name? Valerie Leverette. Okay. Uh, do you mind verifying your address and date of birth? 126 Thomas Drive, Lot 2, LaFayette, Alabama 36862. 10/13/1967. And then phone number 334-219-1527? It is. All right. And then email is V-L-E-V-E-R-E-T-T-E13 at Gmail? It is. Okay. Let's see. Yeah. It looks like the coverage has already been declined, so it was just a reminder text message. Um. Mm. If you wanna discontinue the alerts from that, you should be able to just, uh, send the word "stop" back to it and it'll stop the alerts. Okay. All right. Thank you. Thank you. 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: Yes. I spoke with someone on January the 13th about 90... '91 insurance and surge. Is it automatic to receive the text message saying, um, "I'm auto enrolled in M-E-C tele recs"?

Speaker speaker\_1: Yeah. Those are autom- automated text messages, so it's sent to everyone. Um, but I can pull up your file and verify it's been declined.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Give me just a few seconds.

Speaker speaker\_2: What information do you need?

Speaker speaker\_1: Uh, the last four of your Social.

Speaker speaker\_2: 0187.

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

Speaker speaker\_2: Valerie Leverette.

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

Speaker speaker\_2: 126 Thomas Drive, Lot 2, LaFayette, Alabama 36862. 10/13/1967.

Speaker speaker\_1: And then phone number 334-219-1527?

Speaker speaker\_2: It is.

Speaker speaker\_1: All right. And then email is V-L-E-V-E-R-E-T-T-E13 at Gmail?

Speaker speaker\_2: It is.

Speaker speaker\_1: Okay. Let's see. Yeah. It looks like the coverage has already been declined, so it was just a reminder text message. Um.

Speaker speaker\_2: Mm.

Speaker speaker\_1: If you wanna discontinue the alerts from that, you should be able to just, uh, send the word "stop" back to it and it'll stop the alerts.

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

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