

Transcript: VICTORIA

Taylor-6141835234557952-4925493986770944

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I had got a email about calling for benefits, so what- Okay. ... particular are they, uh, what particular are they talking about? This is for medical insurance if you work here like a staffing or a temp agency. Yeah, I got staffing but, um, I mean I am looking at, but I already got insurance so I don't need it. Okay. Um, did you already decline coverage or... No, but I am now since I know what it is. I had to find out what it was talking about first. Thank you so much. You're welcome. Um, if you'd like I can pull up your file so I can decline it for you. Okay, it's Michelle Austin, A-U-S-T-I-N. And what's the name of the agency you work for? ACC. Okay, and the last four of your social? Zero, four, five, nine. And do you mind verifying your address and date of birth? 033187601 71st Street North is what they got on file. Okay, and I'm sorry, what is your date of birth? 03/31. Okay, 03/31... 87. 1986? Seven. 1976, okay, sorry about that. Uh-uh, I didn't say seven, so I put the one eight. Oh, okay, so 3/31/'86 then. Uh-huh. All right, phone number is 205-617-5391. That's correct. And then email is going to be michelle and then M-I-C-H-E-L-I-e 48@gmail.com. 48. That's correct. All right, I'll, I'll go ahead and find coverage for you. Do you need help with anything else? No ma'am, that'll be all. Thank you so much. You're welcome. Have a good day. Mm-hmm.

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, I had got a email about calling for benefits, so what-

Speaker speaker_0: Okay.

Speaker speaker_1: ... particular are they, uh, what particular are they talking about?

Speaker speaker_0: This is for medical insurance if you work here like a staffing or a temp agency.

Speaker speaker_1: Yeah, I got staffing but, um, I mean I am looking at, but I already got insurance so I don't need it.

Speaker speaker_0: Okay. Um, did you already decline coverage or...

Speaker speaker_1: No, but I am now since I know what it is. I had to find out what it was talking about first. Thank you so much.

Speaker speaker_0: You're welcome. Um, if you'd like I can pull up your file so I can decline it for you.

Speaker speaker_1: Okay, it's Michelle Austin, A-U-S-T-I-N.

Speaker speaker_0: And what's the name of the agency you work for?

Speaker speaker_1: ACC.

Speaker speaker_0: Okay, and the last four of your social?

Speaker speaker_1: Zero, four, five, nine.

Speaker speaker_0: And do you mind verifying your address and date of birth?

Speaker speaker_1: 033187601 71st Street North is what they got on file.

Speaker speaker_0: Okay, and I'm sorry, what is your date of birth?

Speaker speaker_1: 03/31.

Speaker speaker_0: Okay, 03/31...

Speaker speaker_1: 87.

Speaker speaker_0: 1986?

Speaker speaker_1: Seven.

Speaker speaker_0: 1976, okay, sorry about that.

Speaker speaker_1: Uh-uh, I didn't say seven, so I put the one eight.

Speaker speaker_0: Oh, okay, so 3/31/'86 then.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: All right, phone number is 205-617-5391.

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is going to be michelle and then M-I-C-H-E-L-I-e 48@gmail.com.

Speaker speaker_1: 48. That's correct.

Speaker speaker_0: All right, I'll, I'll go ahead and find coverage for you. Do you need help with anything else?

Speaker speaker_1: No ma'am, that'll be all. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Mm-hmm.