

## **Transcript: VICTORIA**

**Taylor-6182360965627904-5007343812788224**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is how can I help you? I would like to decline that insurance 'cause I do not need it. Okay. What's the name of the agency you work for? Uh, Temp Staff in Grenada, Mississippi. And the last four of your Social? That's 9820. A- and first and last name. Denise Hoskins. All right. Do you mind verifying your address and date of birth as well? 12 12 12 College Street, Greenwood, Mississippi, 38930 and 9820. Okay. I'm sorry, what is your date of birth? August the 24th, '68. All right. And then phone number is 662-458-2546? Yes, ma'am. Okay. And then, uh, email is gonna be first and last name 531 at gmail.com. Ma'am? Your email address, is it just your first and last name 531 at gmail.com? Yes, ma'am. Okay. And you said you're wanting to decline coverage, is that correct? Yes, ma'am. I don't need it because I already have coverage. Okay, that's perfectly fine. I just wanted to make sure I heard you correctly. I will go ahead and decline it and you're good to go on my end. Okay. Thank you, ma'am. You're welcome. Have a good day. All right. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is how can I help you?

Speaker speaker\_1: I would like to decline that insurance 'cause I do not need it.

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

Speaker speaker\_1: Uh, Temp Staff in Grenada, Mississippi.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: That's 9820.

Speaker speaker\_0: A- and first and last name.

Speaker speaker\_1: Denise Hoskins.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth as well?

Speaker speaker\_1: 12 12 12 College Street, Greenwood, Mississippi, 38930 and 9820.

Speaker speaker\_0: Okay. I'm sorry, what is your date of birth?

Speaker speaker\_1: August the 24th, '68.

Speaker speaker\_0: All right. And then phone number is 662-458-2546?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then, uh, email is gonna be first and last name 531 at gmail.com.

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: Your email address, is it just your first and last name 531 at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And you said you're wanting to decline coverage, is that correct?

Speaker speaker\_1: Yes, ma'am. I don't need it because I already have coverage.

Speaker speaker\_0: Okay, that's perfectly fine. I just wanted to make sure I heard you correctly. I will go ahead and decline it and you're good to go on my end.

Speaker speaker\_1: Okay. Thank you, ma'am.

Speaker speaker\_0: You're welcome. Have a good day.

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

Speaker speaker\_0: Bye-bye.