

## Transcript: VICTORIA

Taylor-6186725719621632-6607880985198592

### 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? Hey, uh, this is Chekina Sankanou. I wanna top out, like I don't want no health insurance with you guys. Okay. What's the name of the agency you work for? Uh, uh, Surge Staffing Agency. S-U-R-G-E... And the last four of your Social? Uh, let me bring that now. Is, uh, 6797. And your first and last name again? Chekina Sankanou. It's C-H-E-K, uh, I-N-A, the last name is, S-A-N-K-A-N-O. So C-H-E-K-I-N-A? It is C-H-E-K-N-A, the last name is S-A-N-K-A-N-O-U. Okay. So C-H-E-C-K-N-A for the first name? Yeah. And then last name is S-A-N-K-A-N-O-U? Yeah, correct. Have you received your first check from them yet? Yes, I did. Right. For some reason, I don't have a file for you in the system. Uh, the last four of your Social is 6797? Yes, correct. Hmm. I mean, uh, I, I work only one day. That's the only one I got paid. Maybe this week I'm gonna pay, get paid for the full week. Maybe that's why. I'm not sure. Um, I can go ahead and make a file for you and then just opt you out from there. Okay. What is your full Social? It's, uh, 300956797. Your date of birth? It's, uh, it's, uh, 05/19/1975. Okay, I'm sorry. What was your date of birth? It's, uh, 05/19/1975. Okay, give me one second. Okay. Are you there? Yeah, I'm here. Yeah. Okay. Sorry. My, my, my microphone was accidentally muted. Um, I think I may have found a file for you. Can you verify your address? Uh, 967 Buckeye Avenue, Sydney, Ohio 45365. So it should be 967? Yeah. Buckeye of... Avenue- Yeah. ... Sydney, Ohio 45365? Yes, correct. Okay. U- is there an apartment number for that? Uh, no. Hmm. Okay. Phone number 937-622-9499? Yes. And then email is bam366434@gmail.com? Yes. Okay. So there's a couple errors on this file. Um, just to verify, you spell your first name C-H-E- No, maybe they, they the one that... Maybe they're the one that wrote it wrong, because I seen it right here on the paper, they were C-H-E-K. No, C-H-E-C-K, they put a I, there's no I on there. Between the K and the N, they put I Chekina, they did as a Chekina. It's Chekina, Sankanou. Okay. So how should it be spelled? Okay. Say- C-H-E-C-K-N-A? Yes, correct. Okay. And then last name is S-A-N-K-A-N-O-U? Yeah. Okay, so that's correct. And then, again, address is 967 Buckeye Avenue, Sydney, Ohio 45365? Yes. Date of birth is gonna be 5/15, or I'm sorry. No, no. 5/19/1975. Yes. Yes, correct. Okay. I will go ahead and update everything and then decline it for you, so you are good to go. Thank you. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: 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?

Speaker speaker\_1: Hey, uh, this is Chekina Sankanou. I wanna top out, like I don't want no health insurance with you guys.

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

Speaker speaker\_1: Uh, uh, Surge Staffing Agency. S-U-R-G-E...

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

Speaker speaker\_1: Uh, let me bring that now. Is, uh, 6797.

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

Speaker speaker\_1: Chekina Sankanou. It's C-H-E-K, uh, I-N-A, the last name is, S-A-N-K-A-N-O.

Speaker speaker\_0: So C-H-E-K-I-N-A?

Speaker speaker\_1: It is C-H-E-K-N-A, the last name is S-A-N-K-A-N-O-U.

Speaker speaker\_0: Okay. So C-H-E-C-K-N-A for the first name?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then last name is S-A-N-K-A-N-O-U?

Speaker speaker\_1: Yeah, correct.

Speaker speaker\_0: Have you received your first check from them yet?

Speaker speaker\_1: Yes, I did.

Speaker speaker\_0: Right. For some reason, I don't have a file for you in the system. Uh, the last four of your Social is 6797?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Hmm.

Speaker speaker\_1: I mean, uh, I, I work only one day. That's the only one I got paid. Maybe this week I'm gonna pay, get paid for the full week. Maybe that's why.

Speaker speaker\_0: I'm not sure. Um, I can go ahead and make a file for you and then just opt you out from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What is your full Social?

Speaker speaker\_1: It's, uh, 300956797.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: It's, uh, it's, uh, 05/19/1975.

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

Speaker speaker\_1: It's, uh, 05/19/1975.

Speaker speaker\_0: Okay, give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Are you there?

Speaker speaker\_1: Yeah, I'm here. Yeah.

Speaker speaker\_0: Okay. Sorry. My, my, my microphone was accidentally muted. Um, I think I may have found a file for you. Can you verify your address?

Speaker speaker\_1: Uh, 967 Buckeye Avenue, Sydney, Ohio 45365.

Speaker speaker\_0: So it should be 967?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Buckeye of... Avenue-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... Sydney, Ohio 45365?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay. U- is there an apartment number for that?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: Hmm. Okay. Phone number 937-622-9499?

Speaker speaker\_1: Yes.

Speaker speaker\_3: And then email is bam366434@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_3: Okay. So there's a couple errors on this file. Um, just to verify, you spell your first name C-H-E-

Speaker speaker\_1: No, maybe they, they the one that... Maybe they're the one that wrote it wrong, because I seen it right here on the paper, they were C-H-E-K. No, C-H-E-C-K, they put a I, there's no I on there. Between the K and the N, they put I Chekina, they did as a Chekina. It's Chekina, Sankanou.

Speaker speaker\_0: Okay. So how should it be spelled?

Speaker speaker\_1: Okay. Say-

Speaker speaker\_0: C-H-E-C-K-N-A?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay. And then last name is S-A-N-K-A-N-O-U?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so that's correct. And then, again, address is 967 Buckeye Avenue, Sydney, Ohio 45365?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Date of birth is gonna be 5/15, or I'm sorry.

Speaker speaker\_1: No, no.

Speaker speaker\_0: 5/19/1975.

Speaker speaker\_1: Yes. Yes, correct.

Speaker speaker\_0: Okay. I will go ahead and update everything and then decline it for you, so you are good to go.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you. Bye-bye.