

Transcript: VICTORIA

Taylor-6196902836486144-6442859159273472

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Victoria, my name is Raymond Martin. I, I work for this new organization that took over the management of golf course in Tulsa, Oklahoma. Okay. And, uh, they had told us that if we did not want the insurance to call before we get the per- well, after we get the first check or before w- we get the first check or something like that. And I called and I talked to a M- Malcolm and I canceled it. But today, I got a, a, uh, Benefit card in the mail. Okay. What's the name of the staffing agency you worked through? I think it was Avanti. Mm, I don't know that we work with a, a staffing agency by the name of Avanti. Oh, gosh. Um, let me see. Okay, I can try and look you up a different way. What's the last four of your Social? 9487. And your first and last name again? Raymond Martin. Okay. Would it be American Staff Corp? Yes, yes. I'm sorry. Yeah. Hey, I'm 84 years old, I forget things. No worries. Um, let's see. Do you mind verifying your address and date of birth? At 790 Cross Timbers Boulevard, Sapulpa, Oklahoma 74006. And my birthday is, uh, date is 4/20/'41. Okay. Phone number 918-946-1221? Correct. And then email is inhisimage3675@yahoo.com. Correct. Okay. Give me just a few seconds. Sure. Okay. Sir, do you mind if I put you on a brief hold? No. No, no, that's okay. That's fine. Okay. I'll be right back. Okay. All righty. Thank you so much for holding, sir. So I do see where you called in and spoke to Malcolm and, uh, requested for the coverage to be declined. However, I'm not sure exactly what happened. It looks like you were enrolled. So what I'm gonna have to do is I'm gonna have to escalate this, um, and, you know, see what I can find out, why you were enrolled, um, and then what I can do for you. In the meantime, I've already put in a request to have it canceled. And then once I get more information on what's going on, I will follow back up with you. I appreciate it. You can text me? Yes, sir. Oh, yes. Thank you so much. You're welcome. You have a wonderful night. And your name again? My name is Victoria. Victoria. Thank you, Victoria. Yes. Yes, sir. I will ca-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Victoria, my name is Raymond Martin. I, I work for this new organization that took over the management of golf course in Tulsa, Oklahoma.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, they had told us that if we did not want the insurance to call before we get the per- well, after we get the first check or before w- we get the first check or something like that. And I called and I talked to a M- Malcolm and I canceled it. But today, I got a, a, uh, Benefit card in the mail.

Speaker speaker_0: Okay. What's the name of the staffing agency you worked through?

Speaker speaker_1: I think it was Avanti.

Speaker speaker_0: Mm, I don't know that we work with a, a staffing agency by the name of Avanti.

Speaker speaker_1: Oh, gosh.

Speaker speaker_0: Um, let me see. Okay, I can try and look you up a different way. What's the last four of your Social?

Speaker speaker_1: 9487.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Raymond Martin.

Speaker speaker_0: Okay. Would it be American Staff Corp?

Speaker speaker_1: Yes, yes. I'm sorry. Yeah. Hey, I'm 84 years old, I forget things.

Speaker speaker_0: No worries. Um, let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: At 790 Cross Timbers Boulevard, Sapulpa, Oklahoma 74006. And my birthday is, uh, date is 4/20/'41.

Speaker speaker_0: Okay. Phone number 918-946-1221?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is inhisimage3675@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Give me just a few seconds.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Sir, do you mind if I put you on a brief hold?

Speaker speaker_1: No. No, no, that's okay. That's fine.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for holding, sir. So I do see where you called in and spoke to Malcolm and, uh, requested for the coverage to be declined. However,

I'm not sure exactly what happened. It looks like you were enrolled. So what I'm gonna have to do is I'm gonna have to escalate this, um, and, you know, see what I can find out, why you were enrolled, um, and then what I can do for you. In the meantime, I've already put in a request to have it canceled. And then once I get more information on what's going on, I will follow back up with you.

Speaker speaker_1: I appreciate it. You can text me?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, yes. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful night.

Speaker speaker_1: And your name again?

Speaker speaker_0: My name is Victoria.

Speaker speaker_1: Victoria. Thank you, Victoria.

Speaker speaker_0: Yes. Yes, sir. I will ca-