

Transcript: VICTORIA

Taylor-6277319482982400-6610724640833536

Full Transcript

Thank you for calling Benefits On a Card. This is Victoria. How can I help you? Um, I got a enrollment, a verification number. Okay. Did you just enroll into coverage or did you get that by email? Um, I'm trying to opt out. Oh, okay. What's the, uh, name of the agency you work for? Surge Staffing. And the last four of your Social? 3190. And your first and last name? Nicole Patterson. Have you received your first paycheck from them yet? No. Okay. I don't see that we have a file for you so I can make a file and then once I get it made, I'll be able to go in and opt you out from there. Okay. Can you spell your first name N-I-C-O-L-E? Yes, ma'am. Last name is P-A-T-T-E-R-S-O-N? Yes, ma'am. Okay. And then what is your full Social? 267-73-3190. Your date of birth? 6-22-1976. All right. Phone number is the same phone number you're calling from? Yes, ma'am. And then your mailing address? It's 2 Ediza, E-D-I-Z-A Circle, Carson City, Nevada 89706. All right. And then what would be a good email? Uh, S-N-I-C-O-P-A-T-T-E-R-S-O-N at gmail.com. All right. So S-N-I-C-O-P-A-T-T-E-R-S-O-N at gmail.com? Yes, ma'am. Okay. Give me one second. All righty. So I got your file made and I'm declining the coverage now so you're good to go from here. Okay. Thank you. Um, now just to let you know, we do send, like, automated text messages to everyone, um, like new hires, just letting you guys know about the auto-enrollment. So you still might get a text message just reminding you of that. But since we declined it to, today, you should be good to go. Okay. Thank you. You're welcome. Have a good day. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, I got a enrollment, a verification number.

Speaker speaker_0: Okay. Did you just enroll into coverage or did you get that by email?

Speaker speaker_1: Um, I'm trying to opt out.

Speaker speaker_0: Oh, okay. What's the, uh, name of the agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3190.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Nicole Patterson.

Speaker speaker_0: Have you received your first paycheck from them yet?

Speaker speaker_1: No.

Speaker speaker_0: Okay. I don't see that we have a file for you so I can make a file and then once I get it made, I'll be able to go in and opt you out from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Can you spell your first name N-I-C-O-L-E?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Last name is P-A-T-T-E-R-S-O-N?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then what is your full Social?

Speaker speaker_1: 267-73-3190.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: 6-22-1976.

Speaker speaker_0: All right. Phone number is the same phone number you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then your mailing address?

Speaker speaker_1: It's 2 Ediza, E-D-I-Z-A Circle, Carson City, Nevada 89706.

Speaker speaker_0: All right. And then what would be a good email?

Speaker speaker_1: Uh, S-N-I-C-O-P-A-T-T-E-R-S-O-N at gmail.com.

Speaker speaker_0: All right. So S-N-I-C-O-P-A-T-T-E-R-S-O-N at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. All righty. So I got your file made and I'm declining the coverage now so you're good to go from here.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Um, now just to let you know, we do send, like, automated text messages to everyone, um, like new hires, just letting you guys know about the auto-enrollment. So you still might get a text message just reminding you of that. But since we declined it to, today, you should be good to go.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.