

Transcript: VICTORIA

Taylor-6369835843272704-4906362244382720

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Cards. This is Victoria. How can I help you? Uh, yes, I do not want to enroll in this. I just got a text message from my boss about it. Oh, okay. Let me pull up your file so I can decline it for you. What's the name of the agency you work for? It's Blue Sage. Okay. And the last four of your Social? 9108. And your first and last name? Matthew Atkins. Okay. Do you mind verifying your address and date of birth? 1520 330 Otter, Alabama and then July 18th, 2003. Phone number 256-979-4883? Yes, ma'am. And then email is gonna be matthewlatkins28@icloud.com? Yes, ma'am. Okay. And you are wanting to decline, correct? Yes, ma'am. All righty. I'll go ahead and decline the benefits and you're good to go from here. All right. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Cards. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes, I do not want to enroll in this. I just got a text message from my boss about it.

Speaker speaker_1: Oh, okay. Let me pull up your file so I can decline it for you. What's the name of the agency you work for?

Speaker speaker_2: It's Blue Sage.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 9108.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Matthew Atkins.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 1520 330 Otter, Alabama and then July 18th, 2003.

Speaker speaker_1: Phone number 256-979-4883?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be matthewlatkins28@icloud.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And you are wanting to decline, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. I'll go ahead and decline the benefits and you're good to go from here.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you.