

Transcript: VICTORIA

Taylor-6487840579698688-5156693782347776

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name is Laura Castro. I work at Surge. Okay. How can I h- I received a message regarding my medical insurance and I don't want it. Okay. Have you already declined coverage or is that what you're trying to do now? I'm trying to do that now. Okay. Well, what's the last four of your Social? 6686. And your first and last name again? Laura Castro. Okay. Do you mind verifying your address and date of birth? It's, uh, January 31st, 1992 and the address is 595 Wadsworth Avenue, Chicago City, Illinois 60409. Phone number 312-672-1748? Yes. And then email is first initial, last name, 682 at gmail? Yes. All righty. I'll go ahead and decline it for you and you're good to go from here. Thank you so much. You're welcome. Have a good day. You too. 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: Hi, my name is Laura Castro. I work at Surge.

Speaker speaker_0: Okay. How can I h-

Speaker speaker_1: I received a message regarding my medical insurance and I don't want it.

Speaker speaker_0: Okay. Have you already declined coverage or is that what you're trying to do now?

Speaker speaker_1: I'm trying to do that now.

Speaker speaker_0: Okay. Well, what's the last four of your Social?

Speaker speaker_1: 6686.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Laura Castro.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's, uh, January 31st, 1992 and the address is 595 Wadsworth Avenue, Chicago City, Illinois 60409.

Speaker speaker_0: Phone number 312-672-1748?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first initial, last name, 682 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. I'll go ahead and decline it for you and you're good to go from here.

Speaker speaker_1: Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.