

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits at Heart. Is this- Hello? ... can I help you? Uh, yes. I wanted to talk for- Yes, can I help you? I wanted to make sure that the benefits were canceled, their surge. I don't want the benefits. I don't need them. Okay. What's the last four of your social? 8487. Okay. And your first and last name? Vennetta Richardson. All right. Do you mind verifying your address and date of birth? Uh, 1440 Gentry Road, Hoffman Estates, Illinois. Uh, my birthday is 12-23-82. Phone number 224-402-1027? Correct. And then I have email is, uh, caramelcandycanecandy@yahoo.com. Correct. Okay. I will go ahead and decline the coverage and you're good to go from here. Okay. Can you... So did they take it out of my last check? No, ma'am. You haven't been enrolled into anything as this, as of yet. Okay. I wanna make sure because I, I already have good insurance and I don't wanna be charged for something, you know what I mean? That I don't need. I understand. That's why I declined it for you. You shouldn't be in charge for anything. Okay. Thank you so much and you have a blessed day. You too. Thanks. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits at Heart. Is this-

Speaker speaker_1: Hello?

Speaker speaker_0: ... can I help you?

Speaker speaker_1: Uh, yes. I wanted to talk for-

Speaker speaker_0: Yes, can I help you?

Speaker speaker_1: I wanted to make sure that the benefits were canceled, their surge. I don't want the benefits. I don't need them.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 8487.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Vennetta Richardson.

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

Speaker speaker_1: Uh, 1440 Gentry Road, Hoffman Estates, Illinois. Uh, my birthday is 12-23-82.

Speaker speaker_0: Phone number 224-402-1027?

Speaker speaker_1: Correct.

Speaker speaker_0: And then I have email is, uh, caramelcandycanecandy@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. I will go ahead and decline the coverage and you're good to go from here.

Speaker speaker_1: Okay. Can you... So did they take it out of my last check?

Speaker speaker_0: No, ma'am. You haven't been enrolled into anything as this, as of yet.

Speaker speaker_1: Okay. I wanna make sure because I, I already have good insurance and I don't wanna be charged for something, you know what I mean? That I don't need.

Speaker speaker_0: I understand. That's why I declined it for you. You shouldn't be in charge for anything.

Speaker speaker_1: Okay. Thank you so much and you have a blessed day.

Speaker speaker_0: You too.

Speaker speaker_1: Thanks. Mm-hmm.

Speaker speaker_0: Bye.