

## Transcript: VICTORIA

**Taylor-6554161066983424-5344517250269184**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. How are you? Uh, I have submitted today a request to cancel my insurance because I change my mind for the time being, so I want to keep my insurance. I don't like to cancel it. What's the, uh, name of the agency you work for? Uh, OxyFort Global. Okay. And the last four of your Social? 2867. And your first and last name? Uh, Abubaker Ibnoff. And then if you'll verify your address and date of birth. Uh, 11017 Four Points Drive, Austin, Texas 78726. The dates of birth would be January 10th, 1981. Okay, phone number 512-987-4881? Yes, ma'am. And then email is abubkr222@gmail.com? Yes, ma'am. Okay. Um, let's see. Okay, so you no longer want to cancel? Yes, ma'am. Okay. Was there anything else that you might need help with? Thank you. That's it. Okay. You have a wonderful day. You too. Take care. Take care. Bye-bye. Thank you. 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, Victoria. How are you? Uh, I have submitted today a request to cancel my insurance because I change my mind for the time being, so I want to keep my insurance. I don't like to cancel it.

Speaker speaker\_0: What's the, uh, name of the agency you work for?

Speaker speaker\_1: Uh, OxyFort Global.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 2867.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Uh, Abubaker Ibnoff.

Speaker speaker\_0: And then if you'll verify your address and date of birth.

Speaker speaker\_1: Uh, 11017 Four Points Drive, Austin, Texas 78726. The dates of birth would be January 10th, 1981.

Speaker speaker\_0: Okay, phone number 512-987-4881?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is abubkr222@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, let's see. Okay, so you no longer want to cancel?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Was there anything else that you might need help with?

Speaker speaker\_1: Thank you. That's it.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You too. Take care.

Speaker speaker\_0: Take care. Bye-bye.

Speaker speaker\_1: Thank you. Bye.