Transcript: VICTORIA Taylor-6607075667656704-6633933020905472

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, V- Victoria, this is Stefan Washington. I work through Surge in Mount Vernon, Ohio, and I just got a text message about, uh, uh, benefits or card or whatever. Um, I thought I opted out of that. Okay. I can pull your file to see. What's the name of the agency again? Uh, Surge Staffing in Mount Vernon, Ohio. And the last four of your Social? Um, four- 43050. I'm sorry, what's the last four of your Social? Oh, Social? 7010. Okay. And then first name is Stefan, last name is Washington? Yes. S-T-F- Okay. ...and, yeah. Gotcha. Do you mind verifying your address and date of birth? Um, I think on there, isn't it East Sugar Street? Um, it looks like I have a different address. Oh. 717 North Sandusky Street? Uh, no, I have a different one. It's a Mount Vernon address. Oh, I don't know what you have then. Those are the only two addresses I have. Okay. What's your date of birth? January 9th, 1998. Okay. So the address I have is 202 East Gamber Apartment two. Oh. No, that should have been Sugar Street. I don't know what that is. Okay. So, is it, uh, 202 East Sugar Street? Yeah. Uh, the number should be 205 for the house number. Avenue. Okay. Is there... So it's a house, not an apartment? Yeah. All right. Is it in Mount Vernon? Yes. All right. 43050? Yeah. All right. Phone number 740-390-5063? Yes. And then email is first and last name 313 at gmail.com? Yes. Okay. Mm-hmm. I can see that it's been declined, but I can go ahead and decline it on my end. No. Okay. Yeah. I, yeah, I don't want the benefits. I need to decline that. Okay. I'll go ahead and decline it. Do you need help with anything else? No, that was it. Thank you, though. You're welcome. You have a wonderful day. You too. Have a good one. Mm-bye. Okay. 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: Hey, V- Victoria, this is Stefan Washington. I work through Surge in Mount Vernon, Ohio, and I just got a text message about, uh, uh, benefits or card or whatever. Um, I thought I opted out of that.

Speaker speaker_0: Okay. I can pull your file to see. What's the name of the agency again?

Speaker speaker_1: Uh, Surge Staffing in Mount Vernon, Ohio.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Um, four- 43050.

Speaker speaker_0: I'm sorry, what's the last four of your Social?

Speaker speaker_1: Oh, Social? 7010.

Speaker speaker_0: Okay. And then first name is Stefan, last name is Washington?

Speaker speaker_1: Yes. S-T-F-

Speaker speaker_0: Okay.

Speaker speaker_1: ...and, yeah.

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

Speaker speaker_1: Um, I think on there, isn't it East Sugar Street?

Speaker speaker_0: Um, it looks like I have a different address.

Speaker speaker_1: Oh. 717 North Sandusky Street?

Speaker speaker_0: Uh, no, I have a different one. It's a Mount Vernon address.

Speaker speaker_1: Oh, I don't know what you have then. Those are the only two addresses I have.

Speaker speaker_0: Okay. What's your date of birth?

Speaker speaker_1: January 9th, 1998.

Speaker speaker_0: Okay. So the address I have is 202 East Gamber Apartment two.

Speaker speaker_1: Oh. No, that should have been Sugar Street. I don't know what that is.

Speaker speaker_0: Okay. So, is it, uh, 202 East Sugar Street?

Speaker speaker_1: Yeah. Uh, the number should be 205 for the house number.

Speaker speaker_0: Avenue. Okay. Is there... So it's a house, not an apartment?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Is it in Mount Vernon?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. 43050?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Phone number 740-390-5063?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first and last name 313 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I can see that it's been declined, but I can go ahead and decline it on my end.

Speaker speaker_1: No. Okay. Yeah. I, yeah, I don't want the benefits. I need to decline that.

Speaker speaker_0: Okay. I'll go ahead and decline it. Do you need help with anything else?

Speaker speaker_1: No, that was it. Thank you, though.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Have a good one. Mm-bye.

Speaker speaker_0: Okay. Bye-bye.