

## **Transcript: VICTORIA**

**Taylor-6622119334461440-6236503446863872**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I work for Surge and I got a notice saying that I'm getting benefits. I marked no benefits, I already have insurance. Okay. I can pull up your file to make sure it was declined. What's the last four of your Social? Um, 4424. And your first and last name? Denise Webb. You said last name is Webb? Webb. Do you mind verifying your address and date of birth? 1057 Briarwood Lane. Birthday 1/23/61. Phone number 530-414-5894? Yes. And then email is denisepatterson17@yahoo.com? Yes. Okay. I don't see that it was declined, so I can go ahead and decline it now. Please decline it, thank you. Yeah, did you need help with anything else? Nope, that was it. 'Cause I already have insurance, it's like I don't want to p- pay for more shit. Okay. All righty. Sounds good. I went ahead and declined it. You are good to go. Okay, thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. I work for Surge and I got a notice saying that I'm getting benefits. I marked no benefits, I already have insurance.

Speaker speaker\_1: Okay. I can pull up your file to make sure it was declined. What's the last four of your Social?

Speaker speaker\_2: Um, 4424.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Denise Webb.

Speaker speaker\_1: You said last name is Webb?

Speaker speaker\_2: Webb.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: 1057 Briarwood Lane. Birthday 1/23/61.

Speaker speaker\_1: Phone number 530-414-5894?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is denisepatterson17@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I don't see that it was declined, so I can go ahead and decline it now.

Speaker speaker\_2: Please decline it, thank you.

Speaker speaker\_1: Yeah, did you need help with anything else?

Speaker speaker\_2: Nope, that was it. 'Cause I already have insurance, it's like I don't want to p- pay for more shit.

Speaker speaker\_1: Okay. All righty.

Speaker speaker\_2: Sounds good.

Speaker speaker\_1: I went ahead and declined it. You are good to go.

Speaker speaker\_2: Okay, thank you. Bye.

Speaker speaker\_1: Bye-bye.