

## **Transcript: VICTORIA**

**Taylor-6686051970007040-6522622458150912**

### **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? Yes, uh, Victoria. This is Barbara Lee. Um, I'm calling to tell y'all that I don't want no insurance. Okay. Uh, what's the name of the agency you work for? Uh, well, Surge. Okay. Let me pull up your file so I can decline it for you. Um, what's the last four of your social? 4979. Have you received your first paycheck yet? No. That's why I wanna go ahead and do it because I don't, I don't, I can't afford any money taken out. Okay. I don't have a file for you in the system just yet, so I'm gonna have to make one and then once I get it made, I'll be able to go in and decline it for you. All right. I appreciate it. Yes, ma'am. How do you spell your last name? L-E-E. Okay. And then first name is B-A-R-B-A-R-A? Yes, ma'am. All right. And then full social? Uh, 416-88-4979. And date of birth? Uh, May the fifth, 1966. And then a full mailing address. Uh, 205 Crawford Road, Opelika, Alabama 36804. Do you mind spelling the name of the street for me? Uh, it's uh, C-R-A-W-F-O-R-D, Crawford- Oh, okay. ... Road. Yeah. All right. And then, uh, the phone number you're calling from, is that the best number for you? Yes, ma'am. It's uh, 334-703-0843. And then lastly, do you have a good email? Uh, yes ma'am. It's ruth, R-U-T-H, delene, D-E-L-E-N-E @gmail.com. Okay. Give me just a few seconds. Thank you. You're welcome. All righty. So I got your file made and I'm declining the coverage now, so you're good to go. And, uh, just to let you know, you might get like a reminder text message in the next couple of weeks just letting you know about the auto-enrollment, but we did go ahead and decline it today. All right. Thank you so much. Yes, ma'am. You have a wonderful day. You too. Thank you. Thank you. 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: Yes, uh, Victoria. This is Barbara Lee. Um, I'm calling to tell y'all that I don't want no insurance.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Uh, well, Surge.

Speaker speaker\_1: Okay. Let me pull up your file so I can decline it for you. Um, what's the last four of your social?

Speaker speaker\_2: 4979.

Speaker speaker\_1: Have you received your first paycheck yet?

Speaker speaker\_2: No. That's why I wanna go ahead and do it because I don't, I don't, I can't afford any money taken out.

Speaker speaker\_1: Okay. I don't have a file for you in the system just yet, so I'm gonna have to make one and then once I get it made, I'll be able to go in and decline it for you.

Speaker speaker\_2: All right. I appreciate it.

Speaker speaker\_1: Yes, ma'am. How do you spell your last name?

Speaker speaker\_2: L-E-E.

Speaker speaker\_1: Okay. And then first name is B-A-R-B-A-R-A?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. And then full social?

Speaker speaker\_2: Uh, 416-88-4979.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: Uh, May the fifth, 1966.

Speaker speaker\_1: And then a full mailing address.

Speaker speaker\_2: Uh, 205 Crawford Road, Opelika, Alabama 36804.

Speaker speaker\_1: Do you mind spelling the name of the street for me?

Speaker speaker\_2: Uh, it's uh, C-R-A-W-F-O-R-D, Crawford-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: ... Road. Yeah.

Speaker speaker\_1: All right. And then, uh, the phone number you're calling from, is that the best number for you?

Speaker speaker\_2: Yes, ma'am. It's uh, 334-703-0843.

Speaker speaker\_1: And then lastly, do you have a good email?

Speaker speaker\_2: Uh, yes ma'am. It's ruth, R-U-T-H, delene, D-E-L-E-N-E @gmail.com.

Speaker speaker\_1: Okay. Give me just a few seconds.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. All righty. So I got your file made and I'm declining the coverage now, so you're good to go. And, uh, just to let you know, you might get like a reminder text message in the next couple of weeks just letting you know about the auto-enrollment, but we did go ahead and decline it today.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.