

## **Transcript: VICTORIA**

**Taylor-4666278886424576-5459940994105344**

### **Full Transcript**

Thank you for calling Benefits Center Cards. This is Victoria. How can I help you? Um, I was calling to cancel the, um, benefits. Okay. What's the name of the agency you work for? Sayers Staffing. And the last four of your Social? 8191. And your first and last name? Clinton Brown. Okay. Uh, do you mind verifying your address and date of birth? Um, 261 Henry Millicent Road, Warsaw, North Carolina 28398 and, uh, 05/30/1991. Okay. It looks like I have a different address. Does it need to be updated? Well, I- I mean, well, that... Well, that- that address that you have is the actual new name, I couldn't remember which one I put down, but it's the same, um, location and it's 109 Monroe Moore Lane, Warsaw, North Carolina 28398. Um, what they did is, um, they put some more, um, trailers out here on the family land so they made it like a mobile home park, so everybody gotta- had to get a new address. But it's the same location. But- Okay. That's it. The 261 that I gave you is the old one. The 109 is what they go by. They- um, the rest is 401 now. Okay. Phone number 910-335-1628? Yes, ma'am. And then email is, uh, ckkmdn7@icloud.com? Yes, ma'am. Okay. And you're just wanting to decline, correct? Yes, ma'am. I've got my honest answer. Okay. I will go ahead and decline it and you're good to go from here. Okay. Thank you so much. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Cards. This is Victoria. How can I help you?

Speaker speaker\_1: Um, I was calling to cancel the, um, benefits.

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

Speaker speaker\_1: Sayers Staffing.

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

Speaker speaker\_1: 8191.

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

Speaker speaker\_1: Clinton Brown.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, 261 Henry Millicent Road, Warsaw, North Carolina 28398 and, uh, 05/30/1991.

Speaker speaker\_0: Okay. It looks like I have a different address. Does it need to be updated?

Speaker speaker\_1: Well, I- I mean, well, that... Well, that- that address that you have is the actual new name, I couldn't remember which one I put down, but it's the same, um, location and it's 109 Monroe Moore Lane, Warsaw, North Carolina 28398. Um, what they did is, um, they put some more, um, trailers out here on the family land so they made it like a mobile home park, so everybody gotta- had to get a new address. But it's the same location. But-

Speaker speaker\_0: Okay.

Speaker speaker\_1: That's it. The 261 that I gave you is the old one. The 109 is what they go by. They- um, the rest is 401 now.

Speaker speaker\_0: Okay. Phone number 910-335-1628?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is, uh, ckkmdn7@icloud.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And you're just wanting to decline, correct?

Speaker speaker\_1: Yes, ma'am. I've got my honest answer.

Speaker speaker\_0: Okay. I will go ahead and decline it and you're good to go from here.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye-bye.