

## **Transcript: VICTORIA**

**Taylor-4672683729666048-4852698140295168**

### **Full Transcript**

Thank you for calling CogniCard. This is Victoria. How can I help you? Yeah, this is Jessie O'Bannon. I was calling about Tim said they had sent me a message about insurance and I wanted to decline it. And I went to the website but it would never bring up where I could decline it. Oh, okay. So they told me to call this number. Gotcha. What's the last four of your Social? 6886. And I'm sorry, your first and last name again? Jessie O'Bannon. Okay. And then if you'll verify your address and date of birth. Uh, born February 23, 1950. My address is 4100 Old Adams Station, Edwards, Mississippi 39066. And phone number 601-946-4329? Yes. All right, and then email is gonna be, uh, first and last name at gmail.com? Right. Okay. So I don't see that your employer auto enrolls, um, so y- you don't have to worry about being enrolled but I went ahead and declined it just so we have it on file for you. Thank you. I appreciate it. Yes, ma'am. Do you need help with anything else? No, that's all. Thank you. You're welcome. Have a wonderful day.

### **Conversation Format**

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

Speaker speaker\_1: Yeah, this is Jessie O'Bannon. I was calling about Tim said they had sent me a message about insurance and I wanted to decline it. And I went to the website but it would never bring up where I could decline it.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: So they told me to call this number.

Speaker speaker\_0: Gotcha. What's the last four of your Social?

Speaker speaker\_1: 6886.

Speaker speaker\_0: And I'm sorry, your first and last name again?

Speaker speaker\_1: Jessie O'Bannon.

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

Speaker speaker\_1: Uh, born February 23, 1950. My address is 4100 Old Adams Station, Edwards, Mississippi 39066.

Speaker speaker\_0: And phone number 601-946-4329?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, and then email is gonna be, uh, first and last name at gmail.com?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. So I don't see that your employer auto enrolls, um, so y- you don't have to worry about being enrolled but I went ahead and declined it just so we have it on file for you.

Speaker speaker\_1: Thank you. I appreciate it.

Speaker speaker\_0: Yes, ma'am. Do you need help with anything else?

Speaker speaker\_1: No, that's all. Thank you.

Speaker speaker\_0: You're welcome. Have a wonderful day.