

## **Transcript: VICTORIA**

**Taylor-4685917845635072-4867335049625600**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, yes, I got a text message that said, "Welcome to Surge," 'cause I just started to use Surge's, uh, gym service and it was about, um, my benefits, like health, health insurance and stuff. And I was just calling to say that I don't need it. I wanna, like, opt out of all of the health and dental and everything. Okay. Give me a few seconds. Mm-hmm. What is the last four of your Social? 6255. And first and last name? Jessica Moore. M-O-O-R-E. All right. Do you mind verifying your address and date of birth? 1168 Deerfield Road, Unit A, Lebanon, Ohio 45036. And my birthday's 12-6-81. Phone number is 772-588-9062? Yes. Email is jessica.moore102523@gmail.com? Yes. And you're wanting to decline coverage? Yes, for everything. I have... I'm- I'm- I have Medicaid and I'm on my husband's insurance from his work. Okay. So... Do you need help with anything else? Uh, no, that's it. I just wanted to make sure I wasn't gonna have... Be signed up for anything. Yes, ma'am. I went ahead and declined it for you. You're good to go. Okay, thank you. You're welcome. Have a good day. You too. Bye. 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: Hi, yes, I got a text message that said, "Welcome to Surge," 'cause I just started to use Surge's, uh, gym service and it was about, um, my benefits, like health, health insurance and stuff. And I was just calling to say that I don't need it. I wanna, like, opt out of all of the health and dental and everything.

Speaker speaker\_0: Okay. Give me a few seconds.

Speaker speaker\_1: Mm-hmm.

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

Speaker speaker\_1: 6255.

Speaker speaker\_0: And first and last name?

Speaker speaker\_1: Jessica Moore. M-O-O-R-E.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 1168 Deerfield Road, Unit A, Lebanon, Ohio 45036. And my birthday's 12-6-81.

Speaker speaker\_0: Phone number is 772-588-9062?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Email is jessica.moore102523@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And you're wanting to decline coverage?

Speaker speaker\_1: Yes, for everything. I have... I'm- I'm- I have Medicaid and I'm on my husband's insurance from his work.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So...

Speaker speaker\_0: Do you need help with anything else?

Speaker speaker\_1: Uh, no, that's it. I just wanted to make sure I wasn't gonna have... Be signed up for anything.

Speaker speaker\_0: Yes, ma'am. I went ahead and declined it for you. You're good to go.

Speaker speaker\_1: Okay, thank you.

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

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye-bye.