

Transcript: VICTORIA

Taylor-4727120194486272-4977565240344576

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, ma'am. My name is Elwood Ocon. I had received a text about, uh, enrolling something before it closed, before my window closed. Okay. What's the name of the, uh, staffing agency you work for? Dirks. Dirks. Okay. Are you a new hire with them? Yes, ma'am. Okay. So the text message is just letting you know that they will automatically enroll you into one of the medical plans that they offer, unless you opt out beforehand. Um, so are you wanting to opt out of that? Yes, ma'am. Okay. What's the last four of your Social? 8141. Okay. And your first and last name again? Elwood Ocon. Okay. And just to make sure we got your last name spelled correctly, it's O-C-O-N? Correct. Yes, ma'am. Do you mind verifying your address and date of birth? 2404 Buck Drive, Mesquite, Texas. And what did you say? My date of birth? 08-31-1976. Okay. Uh, so the address should be 1404? No, 2404. 2404. Okay. Phone number 817-994-1519? Correct. And then email is just first and last name at gmail.com? Yes, ma'am. Okay. And you are wanting to, um, opt out, correct? Yes, ma'am. All righty. I will go ahead and opt you out and you're good to go from here. All right. Thank you, ma'am. Thank you. Bye-bye. All right. 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, ma'am. My name is Elwood Ocon. I had received a text about, uh, enrolling something before it closed, before my window closed.

Speaker speaker_1: Okay. What's the name of the, uh, staffing agency you work for?

Speaker speaker_2: Dirks. Dirks.

Speaker speaker_1: Okay. Are you a new hire with them?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So the text message is just letting you know that they will automatically enroll you into one of the medical plans that they offer, unless you opt out beforehand. Um, so are you wanting to opt out of that?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 8141.

Speaker speaker_1: Okay. And your first and last name again?

Speaker speaker_2: Elwood Ocon.

Speaker speaker_1: Okay. And just to make sure we got your last name spelled correctly, it's O-C-O-N?

Speaker speaker_2: Correct. Yes, ma'am.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: 2404 Buck Drive, Mesquite, Texas. And what did you say? My date of birth? 08-31-1976.

Speaker speaker_1: Okay. Uh, so the address should be 1404?

Speaker speaker_2: No, 2404. 2404.

Speaker speaker_1: Okay. Phone number 817-994-1519?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is just first and last name at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And you are wanting to, um, opt out, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. I will go ahead and opt you out and you're good to go from here.

Speaker speaker_2: All right. Thank you, ma'am.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right. Bye-bye.