

## **Transcript: VICTORIA**

**Taylor-4814152085848064-5638198369239040**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. How you doing? My name is David Cromer and I got a text message that said that I needed to give y'all a call. Okay. Um, what is the last four of your Social? Six, seven, two, five. All righty. And I'm sorry, your first and last name again? David Cromer. All right. And do you mind verifying your address and, uh, date of birth? My address is 6907 Hampton Boulevard. Zip code's 32818, Orlando, Florida, and my date of birth is December the 20th, 1983. Gotcha, and the phone number is 813-400-7340? Yes, ma'am. Okay. And then email is first and last name, the number five, at Gmail? Yes, ma'am. Okay. So we administer, uh, the medical insurance that Surge Staffing offers. Um, and I know that they will actually automatically enroll you into one of the plans unless you opt out beforehand. Um, they said- I am a veteran. I'm a veteran, and, um, I don't need insurance 'cause I have it. Okay. That's fine. So- I will go ahead and decline it for you, and you should be good to go from here. All right, ma'am. Thank you. You're welcome. Bye-bye. All right. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey. How you doing? My name is David Cromer and I got a text message that said that I needed to give y'all a call.

Speaker speaker\_0: Okay. Um, what is the last four of your Social?

Speaker speaker\_1: Six, seven, two, five.

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

Speaker speaker\_1: David Cromer.

Speaker speaker\_0: All right. And do you mind verifying your address and, uh, date of birth?

Speaker speaker\_1: My address is 6907 Hampton Boulevard. Zip code's 32818, Orlando, Florida, and my date of birth is December the 20th, 1983.

Speaker speaker\_0: Gotcha, and the phone number is 813-400-7340?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is first and last name, the number five, at Gmail?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So we administer, uh, the medical insurance that Surge Staffing offers. Um, and I know that they will actually automatically enroll you into one of the plans unless you opt out beforehand. Um, they said-

Speaker speaker\_1: I am a veteran. I'm a veteran, and, um, I don't need insurance 'cause I have it.

Speaker speaker\_0: Okay. That's fine.

Speaker speaker\_1: So-

Speaker speaker\_0: I will go ahead and decline it for you, and you should be good to go from here.

Speaker speaker\_1: All right, ma'am. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: All right. All right.