

Transcript: VICTORIA

Taylor-4902690429288448-6188831572967424

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? Hi. This is Colin Applegate. Um, I was calling to see if, uh, I can stop my enrollment on Surge's, um, um, insurance. Sorry. I had to think for a second. You're fine. Uh, sure. Let me pull up your file. What's the last four of your social? 1827. And Colin, do you mind verifying your address and date of birth? 08/01 of 1997, and my address is 825 Sycamore Street, Celina, Ohio 45822. Okay. Phone number is 616-216-4583? Yes. And then email is first and last name 160@yahoo.com. Yes. Okay. So you're just wanting to decline? Yes. All righty. I will go ahead and decline all benefits, and you're good to go from here. All righty. Thank you. Thank you. Bye-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: Hi. This is Colin Applegate. Um, I was calling to see if, uh, I can stop my enrollment on Surge's, um, um, insurance. Sorry. I had to think for a second.

Speaker speaker_1: You're fine. Uh, sure. Let me pull up your file. What's the last four of your social?

Speaker speaker_2: 1827.

Speaker speaker_1: And Colin, do you mind verifying your address and date of birth?

Speaker speaker_2: 08/01 of 1997, and my address is 825 Sycamore Street, Celina, Ohio 45822.

Speaker speaker_1: Okay. Phone number is 616-216-4583?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is first and last name 160@yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're just wanting to decline?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. I will go ahead and decline all benefits, and you're good to go from here.

Speaker speaker_2: All righty. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye. Bye.