

Transcript: VICTORIA

Taylor-4925253327437824-6401825737719808

Full Transcript

Thank you for calling Benefits CenterCard. This is Victoria. How can I help you? Hi, I would like to, uh, un-enroll to my career staff and benefits. Okay. Uh, what's the last four of your social? 9727. And your first and last name? My first name is Castleman, and my last name is Wolver-Pascal. I need you to verify your address and date of birth. 8913 South Blackstone, Chicago, Illinois 81419. 98 is the birthdate. And then phone number's 773-914-5108? Yes, ma'am. And then email is K-I-D-S-T-R-I-Z-Z-O@gmail.com. Yes, ma'am. Okay. Are you just trying to decline coverage? Yes. They said after 30 days it will automatically roll over and I want to, uh, decline coverage. Okay. I will go ahead and decline it and you're good to go from here. Thank you. You're welcome. Bye-bye. Did you need help with anything else, sir? Uh, no. I'm gonna hang up the phone now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits CenterCard. This is Victoria. How can I help you?

Speaker speaker_1: Hi, I would like to, uh, un-enroll to my career staff and benefits.

Speaker speaker_0: Okay. Uh, what's the last four of your social?

Speaker speaker_1: 9727.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My first name is Castleman, and my last name is Wolver-Pascal.

Speaker speaker_0: I need you to verify your address and date of birth.

Speaker speaker_1: 8913 South Blackstone, Chicago, Illinois 81419. 98 is the birthdate.

Speaker speaker_0: And then phone number's 773-914-5108?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is K-I-D-S-T-R-I-Z-Z-O@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Are you just trying to decline coverage?

Speaker speaker_1: Yes. They said after 30 days it will automatically roll over and I want to, uh, decline coverage.

Speaker speaker_0: Okay. I will go ahead and decline it and you're good to go from here.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Bye-bye. Did you need help with anything else, sir?

Speaker speaker_1: Uh, no. I'm gonna hang up the phone now.