

## **Transcript: VICTORIA**

**Taylor-4942093034373120-6006180717707264**

### **Full Transcript**

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Yeah. What exactly is this? This is for medical insurance. I don't want... Go ahead. This is for medical insurance if you work through a staffing or temp agency. Yeah, I don't wanna be auto-enrolled to anything. Okay. I can pull up your file and decline it for you. What's the name of the agency you work for? Surge. The last four of your Social? 7453. And your, uh, first and last name? Brian Woods. Okay. Do you mind verifying your address and date of birth? 424 North Main Street, Canton, Ohio 43326 12262. Phone number is 220-216-5223? Yes. And then email is brianpwoods62@gmail.com? Yes. Okay. It looks like you already declined coverage back on the 14th, so you should, could have just gotten a reminder text message. Oh, okay. I'm just checking because they told me that I'd be auto-enrolled in something and I don't need nothing coming out of my check that I don't know about. Okay. Yeah, like I said, you already declined the auto-enrollment on the 14th, so you're good to go from here. Oh, this... This was just a, a, a second something, whatever. Okay, that's fine. Do you need help with anything else? No, ma'am. Thank you. You're welcome. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Yeah. What exactly is this?

Speaker speaker\_0: This is for medical insurance.

Speaker speaker\_1: I don't want... Go ahead.

Speaker speaker\_0: This is for medical insurance if you work through a staffing or temp agency.

Speaker speaker\_1: Yeah, I don't wanna be auto-enrolled to anything.

Speaker speaker\_0: Okay. I can pull up your file and decline it for you. What's the name of the agency you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: The last four of your Social?

Speaker speaker\_1: 7453.

Speaker speaker\_0: And your, uh, first and last name?

Speaker speaker\_1: Brian Woods.

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

Speaker speaker\_1: 424 North Main Street, Canton, Ohio 43326 12262.

Speaker speaker\_0: Phone number is 220-216-5223?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is brianpwoods62@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. It looks like you already declined coverage back on the 14th, so you should, could have just gotten a reminder text message.

Speaker speaker\_1: Oh, okay. I'm just checking because they told me that I'd be auto-enrolled in something and I don't need nothing coming out of my check that I don't know about.

Speaker speaker\_0: Okay. Yeah, like I said, you already declined the auto-enrollment on the 14th, so you're good to go from here.

Speaker speaker\_1: Oh, this... This was just a, a, a second something, whatever. Okay, that's fine.

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

Speaker speaker\_1: No, ma'am. Thank you.

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