

## **Transcript: VICTORIA**

**Taylor-4961540425564160-5407686243565568**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. I just got a text message saying, uh, something about MedRx... and to opt out or, you know, to opt out? Okay. Then what's the name of the agency you work for? Uh, Integrity Trade Services. Okay. Um, yeah. So it looks like they automatically enroll, uh, new hires into the MEC TeleRx unless you opt out beforehand. Are you wanting to do that? Yeah. Please. Okay. What's the last four of your Social? 0688. Okay. Let's see. And your first and last name? Randy Hester. And do you mind verifying your address and date of birth? 1411 Elm Street, Rochester, Indiana 46975. 9/21 of '85. Okay. Phone number 574-835-2609? Yes, ma'am. And then email is, uh, W-E-L-D... Or I'm sorry W-E... Yes, weldnfool30@gmail.com. Yes, ma'am. Okay. All right. I will go ahead and decline it, and you are good to go from here. All right. Thank you, ma'am. You have a great evening. You too. Thanks. Bye-bye. Mm-hmm. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, Victoria. I just got a text message saying, uh, something about MedRx... and to opt out or, you know, to opt out?

Speaker speaker\_0: Okay. Then what's the name of the agency you work for?

Speaker speaker\_1: Uh, Integrity Trade Services.

Speaker speaker\_0: Okay. Um, yeah. So it looks like they automatically enroll, uh, new hires into the MEC TeleRx unless you opt out beforehand. Are you wanting to do that?

Speaker speaker\_1: Yeah. Please.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: 0688.

Speaker speaker\_0: Okay. Let's see. And your first and last name?

Speaker speaker\_1: Randy Hester.

Speaker speaker\_0: And do you mind verifying your address and date of birth?

Speaker speaker\_1: 1411 Elm Street, Rochester, Indiana 46975. 9/21 of '85.

Speaker speaker\_0: Okay. Phone number 574-835-2609?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is, uh, W-E-L-D... Or I'm sorry W-E... Yes, weldnfool30@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right. I will go ahead and decline it, and you are good to go from here.

Speaker speaker\_1: All right. Thank you, ma'am. You have a great evening.

Speaker speaker\_0: You too.

Speaker speaker\_1: Thanks.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Mm-hmm. Bye.