

Transcript: VICTORIA

Taylor-5042928342843392-5268547982901248

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? Yeah, this is, uh, Michael Butler. I wanted to call the, the account for the insurance before they start taking it out. All right. Uh, what's the name of the agency you work for? Uh, ... And the last four of your Social? 9945. Gotcha. And I'm sorry, your first and last name again? I'm Michael Butler. Do you mind verifying your address and date of birth? Yes, the address is 323 Ponyhowder Road, Union, Mississippi 39365. Birthday is 10/25/76. Okay. Uh, phone number 601-900-0372? Yes, ma'am. And then email is gonna be first and last name, 1025@gmail.com? No, ma'am, not that one no more. It's, um, butlermichael66@gmail.com. Okay, so butlermichael66@gmail.com? Yes, ma'am. Okay. All righty. And you're wanting to opt out, right? Ma'am? You're wanting to decline the benefits? Yes, ma'am. Okay. All righty. I will go ahead and decline that for you. Do you need help with anything else? Yeah, I was gonna say, have they already been taking it out for the insurance? Uh, no. They haven't taken anything out. They don't automatically enroll you into that until 30 days from the date of your first check. Oh, okay. Yeah, so nothing's been taken out as of yet. And I went ahead and declined it, so you shouldn't see anything come out. Okay then. Yes, sir. Thank you, ma'am. You're welcome. Have a good day. All right.

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: Yeah, this is, uh, Michael Butler. I wanted to call the, the account for the insurance before they start taking it out.

Speaker speaker_1: All right. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, ...

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9945.

Speaker speaker_1: Gotcha. And I'm sorry, your first and last name again?

Speaker speaker_2: I'm Michael Butler.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes, the address is 323 Ponyhowder Road, Union, Mississippi 39365. Birthday is 10/25/76.

Speaker speaker_1: Okay. Uh, phone number 601-900-0372?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be first and last name, 1025@gmail.com?

Speaker speaker_2: No, ma'am, not that one no more. It's, um, butlermichael66@gmail.com.

Speaker speaker_1: Okay, so butlermichael66@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All righty. And you're wanting to opt out, right?

Speaker speaker_2: Ma'am?

Speaker speaker_1: You're wanting to decline the benefits?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All righty. I will go ahead and decline that for you. Do you need help with anything else?

Speaker speaker_2: Yeah, I was gonna say, have they already been taking it out for the insurance?

Speaker speaker_1: Uh, no. They haven't taken anything out. They don't automatically enroll you into that until 30 days from the date of your first check.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah, so nothing's been taken out as of yet. And I went ahead and declined it, so you shouldn't see anything come out.

Speaker speaker_2: Okay then.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you, ma'am.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right.