Transcript: VICTORIA Taylor-5053603236069376-6054659315253248

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hey, this is Zach Campbell. I just wanted to decline the medical coverage. I just finished, uh, getting registered with Surge, and they gave me this number to call for that. Okay. Are you in the application process or have you received your first check? No, I just finished the application. Like I just took my drugs, uh, drug screen, everything, and then they gave me this number to- Oh, okay. ... either accept the insurance or decline. I just want to decline it. Okay. So, what I'll need to do is make a file for you in our system and then once I get it made, I'll be able to go in and decline it. Uh, what was your first and last name again? Uh, Zach Campbell. Z-A-C-H for the first name and then C-A-M-P-B-E-L-L, the last name. Okay. And your full social? 422-57-9646. And your date of birth? October 20th, 2004. And then full mailing address. Uh, zachcampbell838@gmail.com. Mm-hmm. Okay, so your email is just your first and last name 838 at gmail.com? Yes, ma'am. Okay. What's your, like, physical mailing address? Oh, I'm sorry. It's, uh, 224 County Road 551, Hanceville, Alabama. What was the ZIP code for that area? 35077. Okay. Let me just make sure I got that right. So, I have 224 County Road 551? Yes, ma'am. Okay. All right, give me a few seconds. Let me make sure it went through. Okay. Got your file made and I'm declining coverage now, so you should be good to go from here. Now, I know that they will, um, send automated text messages to everybody, just, you know, reminding of auto-enrollment, so if you do get that, no need to call back since we declined it today. Yes, ma'am. And, uh, like I said, you're good to go from here. Okay. Thank you so much. Yes, sir. Have a wonderful day. You too. Bye. Thank you. Bye-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: Hey, this is Zach Campbell. I just wanted to decline the medical coverage. I just finished, uh, getting registered with Surge, and they gave me this number to call for that.

Speaker speaker_0: Okay. Are you in the application process or have you received your first check?

Speaker speaker_1: No, I just finished the application. Like I just took my drugs, uh, drug screen, everything, and then they gave me this number to-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: ... either accept the insurance or decline. I just want to decline it.

Speaker speaker_0: Okay. So, what I'll need to do is make a file for you in our system and then once I get it made, I'll be able to go in and decline it. Uh, what was your first and last name again?

Speaker speaker_1: Uh, Zach Campbell. Z-A-C-H for the first name and then C-A-M-P-B-E-L-L, the last name.

Speaker speaker_0: Okay. And your full social?

Speaker speaker_1: 422-57-9646.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 20th, 2004.

Speaker speaker_0: And then full mailing address.

Speaker speaker_1: Uh, zachcampbell838@gmail.com.

Speaker speaker_0: Mm-hmm. Okay, so your email is just your first and last name 838 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What's your, like, physical mailing address?

Speaker speaker_1: Oh, I'm sorry. It's, uh, 224 County Road 551, Hanceville, Alabama.

Speaker speaker_0: What was the ZIP code for that area?

Speaker speaker_1: 35077.

Speaker speaker_0: Okay. Let me just make sure I got that right. So, I have 224 County Road 551?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right, give me a few seconds. Let me make sure it went through. Okay. Got your file made and I'm declining coverage now, so you should be good to go from here. Now, I know that they will, um, send automated text messages to everybody, just, you know, reminding of auto-enrollment, so if you do get that, no need to call back since we declined it today.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And, uh, like I said, you're good to go from here.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Yes, sir. Have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.