

Transcript: VICTORIA

Taylor-5061262904180736-6339999893340160

Full Transcript

Thank you for calling Benefits on Accord. This is Victoria, how can I help you? Hello, my name is Lamont. I was calling on behalf of my benefits for, uh, my employment at Crown Staffing. Uh, I wanted to see, 'cause I had, again, a notification that I was opting in for benefits in, like, the... in my 30 main... the 30-day mark. But I wanted to make sure that, that, I'm not, um, signed up for it 'cause I, I didn't really... I didn't need any, so I wanted to make sure I'm, I'm opted out, basically not opting in. Okay. What's the, um, you said Crown Services? Uh, can you repeat that? The name of your employer, is it Crown Services? Yes, Crown Services. Okay. And the last four of your social? Uh, 2012. All right. And then, uh, your first and last name? Uh, Lamont Rogers. Do you mind verifying your address and date of birth? 100 Meadow Trail Drive, uh, my date of birth is, uh, is 10/11/2001. All right. Do you mind, uh, verify, uh, let's see, phone number is 502-953-1247? Yes, ma'am. Okay. Email rogers.lamont@outlook.com? Yes, ma'am, that's me. Okay. And you're just wanting to decline the auto-enrollment? Yes, ma'am. De- decline all my... on the benefits options, I don't need it. Okay. I will go ahead and take care of that for you. Do you need help with anything else? No, ma'am. That's, that's it. All righty. You have a wonderful day. Thank you. You too. Thank you, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Accord. This is Victoria, how can I help you?

Speaker speaker_1: Hello, my name is Lamont. I was calling on behalf of my benefits for, uh, my employment at Crown Staffing. Uh, I wanted to see, 'cause I had, again, a notification that I was opting in for benefits in, like, the... in my 30 main... the 30-day mark. But I wanted to make sure that, that, I'm not, um, signed up for it 'cause I, I didn't really... I didn't need any, so I wanted to make sure I'm, I'm opted out, basically not opting in.

Speaker speaker_0: Okay. What's the, um, you said Crown Services?

Speaker speaker_1: Uh, can you repeat that?

Speaker speaker_0: The name of your employer, is it Crown Services?

Speaker speaker_1: Yes, Crown Services.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: Uh, 2012.

Speaker speaker_0: All right. And then, uh, your first and last name?

Speaker speaker_1: Uh, Lamont Rogers.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 100 Meadow Trail Drive, uh, my date of birth is, uh, is 10/11/2001.

Speaker speaker_0: All right. Do you mind, uh, verif- uh, let's see, phone number is 502-953-1247?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Email rogers.lamont@outlook.com?

Speaker speaker_1: Yes, ma'am, that's me.

Speaker speaker_0: Okay. And you're just wanting to decline the auto-enrollment?

Speaker speaker_1: Yes, ma'am. De- decline all my... on the benefits options, I don't need it.

Speaker speaker_0: Okay. I will go ahead and take care of that for you. Do you need help with anything else?

Speaker speaker_1: No, ma'am. That's, that's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you, bye-bye.