

Transcript: VICTORIA

Taylor-5063908436393984-5672161704853504

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria, how can I help you? Hey, just I'm good how are you? Um, this is Christina McGraw and I had just started working with Surge- Yeah. ... um, in Canton, Mississippi, and she told me if I did not- So you have to pay for this insurance out of your check every week? Yeah. Yeah. That would be- Okay. How do you want to opt it? Yeah, how much is it? Um, let me pull it up. Of course the computer would be slow. I'm- I guess it doesn't really matter how much it is, I want to opt out. We've got insurance. Okay, that's fine. Uh, let me pull up your file. What's the last four of your social? 6374. And your first and last name again? Christina McGraw. Okay. Have you received your first check yet? No, I receive it Friday. Okay, let me... I'm going to have to make a file for you and then once I get it made, I'll be able to opt you out from there. Okay. So will it be taken out of my first check? No, ma'am. Since we're making a file for you and declining it, it should not. It doesn't even do it on the first check regardless, though. Does it three days from the date of your first check. Oh. Okay, good. All right. So do you spell your first name C-H-R-I-S-T-I-N-E? No, with a K. K-R-I-S-T-I-N-E. Gotcha. And how do you spell your last name? M-C-G-R-A-W. Gotcha. And your full social? Um, 425-65-6374. And your date of birth? 11/24/1983. And then your full mailing address? Um, 111 Planters Row, R-O-W, in Madison, Mississippi 39110. Okay, so that's 111 and then was it Planters Road? Uh-huh, Planters like P-L... Like Planters, you know, you know how it is. P-L-A-N-T-E-R-S? Mm-hmm. And then Row, and you said it was R-O-W? Uh-huh. Oh, okay. So Planters Row not Road. Planters Row, right, right. Sorry about that. That's okay. And then zip code is 39110. Yes. Right, and phone number is the same phone number you're calling from, correct? That's right. And then lastly, what would be a good email? Uh, Krissy McGraws at gmail.com. Is that K-R-I-S-S-Y McGraw? Uh-huh. G-R... M-C-G-R-A-W-S at gmail.com. Okay. Yeah. And your last name does have an S at the end, correct? Right. On, yeah, on my email address, yes. Okay, just on the email. Gotcha. Yeah. All righty. Let's see. All righty, so I made your file and I'm declining coverage now. Now you're probably still going to get a reminder text message, uh, sent to you within the next one to two weeks. Okay. It is just a reminder sent out to everyone so you don't have to call us back. It's, either way it's been declined as of today. Okay, amazing. Thank you so much. You're welcome. You have a wonderful day. All right, you too. Thanks, bye. Thank you, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Victoria, how can I help you?

Speaker speaker_1: Hey, just I'm good how are you? Um, this is Christina McGraw and I had just started working with Surge-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... um, in Canton, Mississippi, and she told me if I did not- So you have to pay for this insurance out of your check every week?

Speaker speaker_0: Yeah. Yeah. That would be-

Speaker speaker_1: Okay. How do you want to opt it?

Speaker speaker_0: Yeah, how much is it?

Speaker speaker_1: Um, let me pull it up.

Speaker speaker_0: Of course the computer would be slow.

Speaker speaker_1: I'm- I guess it doesn't really matter how much it is, I want to opt out. We've got insurance.

Speaker speaker_0: Okay, that's fine. Uh, let me pull up your file. What's the last four of your social?

Speaker speaker_1: 6374.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Christina McGraw.

Speaker speaker_0: Okay. Have you received your first check yet?

Speaker speaker_1: No, I receive it Friday.

Speaker speaker_0: Okay, let me... I'm going to have to make a file for you and then once I get it made, I'll be able to opt you out from there.

Speaker speaker_1: Okay. So will it be taken out of my first check?

Speaker speaker_0: No, ma'am. Since we're making a file for you and declining it, it should not. It doesn't even do it on the first check regardless, though. Does it three days from the date of your first check.

Speaker speaker_1: Oh. Okay, good.

Speaker speaker_0: All right. So do you spell your first name C-H-R-I-S-T-I-N-E?

Speaker speaker_1: No, with a K. K-R-I-S-T-I-N-E.

Speaker speaker_0: Gotcha. And how do you spell your last name?

Speaker speaker_1: M-C-G-R-A-W.

Speaker speaker_0: Gotcha. And your full social?

Speaker speaker_1: Um, 425-65-6374.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/24/1983.

Speaker speaker_0: And then your full mailing address?

Speaker speaker_1: Um, 111 Planters Row, R-O-W, in Madison, Mississippi 39110.

Speaker speaker_0: Okay, so that's 111 and then was it Planters Road?

Speaker speaker_1: Uh-huh, Planters like P-L... Like Planters, you know, you know how it is.

Speaker speaker_0: P-L-A-N-T-E-R-S?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then Row, and you said it was R-O-W?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Oh, okay. So Planters Row not Road.

Speaker speaker_1: Planters Row, right, right.

Speaker speaker_0: Sorry about that.

Speaker speaker_1: That's okay.

Speaker speaker_0: And then zip code is 39110.

Speaker speaker_1: Yes.

Speaker speaker_0: Right, and phone number is the same phone number you're calling from, correct?

Speaker speaker_1: That's right.

Speaker speaker_0: And then lastly, what would be a good email?

Speaker speaker_1: Uh, Krissy McGraws at gmail.com.

Speaker speaker_0: Is that K-R-I-S-S-Y McGraw?

Speaker speaker_1: Uh-huh. G-R... M-C-G-R-A-W-S at gmail.com.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your last name does have an S at the end, correct?

Speaker speaker_1: Right. On, yeah, on my email address, yes.

Speaker speaker_0: Okay, just on the email. Gotcha.

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. Let's see. All righty, so I made your file and I'm declining coverage now. Now you're probably still going to get a reminder text message, uh, sent to you within the next one to two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: It is just a reminder sent out to everyone so you don't have to call us back. It's, either way it's been declined as of today.

Speaker speaker_1: Okay, amazing. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right, you too. Thanks, bye.

Speaker speaker_0: Thank you, bye.