

## **Transcript: VICTORIA**

**Taylor-5070488806047744-4580234227564544**

### **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? Yes, I just started with, uh, CYT last week and they gave me this number to call about the health benefits. Okay. What's the name of the agency you work for? Surge. Okay. And the last four of your Social? 3645. And your first and last name? Arlo Perry III. There's two of us there, both me and my son. He's the fourth, I'm the third, so... His last four are different on your Social. Have you received your first paycheck yet? No. Okay. I don't have you in the system just yet. Um, so do you know anything about the benefits or what you might wanna sign up for? Um, I was wanting to opt out. I don't want none. Oh, you don't want any? Okay. So let me go ahead and get your file made, and then once I get it made, I should be able to opt you out from there. Do you mind spelling your first name for me? A-R-L-O. A-R-L-O? Yes. And then Perry is P-E-R-R-Y, and then III? Yes. Okay. What is your full Social? 28790 3645. And your date of birth? 1/16/78. And your mailing address? 4332 County Road 28, Cardington, Ohio 43315. Actually, I don't wanna use that. 302. Mm-hmm. Uh. All right. And, uh, the phone number you're calling from, is that a good phone number for you? Yes. And then lastly, what would be a good email? Just my name, arloperry@gmail.com. Okay. And just to make sure, you're wanting to opt out, correct? Yes. Okay. Give me just a few seconds. All righty, I made your file and declined the coverage, so you're good to go from here. All right, thank you. You have a nice day. You too. Bye-bye. Bye-bye.

### **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: Yes, I just started with, uh, CYT last week and they gave me this number to call about the health benefits.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Surge.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 3645.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Arlo Perry III. There's two of us there, both me and my son. He's the fourth, I'm the third, so...

Speaker speaker\_3: His last four are different on your Social.

Speaker speaker\_1: Have you received your first paycheck yet?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. I don't have you in the system just yet. Um, so do you know anything about the benefits or what you might wanna sign up for?

Speaker speaker\_2: Um, I was wanting to opt out. I don't want none.

Speaker speaker\_1: Oh, you don't want any? Okay. So let me go ahead and get your file made, and then once I get it made, I should be able to opt you out from there. Do you mind spelling your first name for me?

Speaker speaker\_2: A-R-L-O.

Speaker speaker\_1: A-R-L-O?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then Perry is P-E-R-R-Y, and then III?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What is your full Social?

Speaker speaker\_2: 28790 3645.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 1/16/78.

Speaker speaker\_1: And your mailing address?

Speaker speaker\_2: 4332 County Road 28, Cardington, Ohio 43315. Actually, I don't wanna use that. 302.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh.

Speaker speaker\_1: All right. And, uh, the phone number you're calling from, is that a good phone number for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then lastly, what would be a good email?

Speaker speaker\_2: Just my name, arloperry@gmail.com.

Speaker speaker\_1: Okay. And just to make sure, you're wanting to opt out, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Give me just a few seconds. All righty, I made your file and declined the coverage, so you're good to go from here.

Speaker speaker\_2: All right, thank you. You have a nice day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye-bye.