

## **Transcript: VICTORIA**

**Taylor-5097715318439936-5201821970251776**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I need to opt out of my benefits. Okay. What's the name of the agency you work for? Surge. It's a 10th service. Okay. I'm pointed them, but I work for SRI. And the last four of your social? 7422. Okay. And your first and last name? Rico Kesterson. Have you received your first check from them yet? No. Okay. So I just need to make a file for you in our system and then once I get it made, I will be able to go ahead and decline the coverage. Okay. How do you spell your first name? R-I-C-O. All right. And do you mind spelling your last name as well? It's A-E-S-T-E-R-S-O-N. Okay. So, A-E-S-T-E-R-S-O-N. K. K as in kangaroo. Okay. Is that the first letter or? Yeah, it's K-E-S-T-E-R-S-O-N. Okay. And your full, your full social? 277-78-7422. Date of birth? 8/16/81. And then, uh, your full mailing address. 28041 Cook Road, Logan, Ohio, 43138. All right. So, 28041 Cook Road in Logan, Ohio, 43138? Correct. All right. And lastly, what would be a good email? Um, it's r- my first and last name, 16, @gmail.com. And, uh, phone number is the same one you're calling from, right? Yes. Okay. Give me just a few seconds. All righty. So I got your file made and I am declining coverage now, so you are good to go from here. All righty. Thank you, ma'am. You're welcome. Have a good day. Mm-hmm. Bye. What'd I do, man?

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, I need to opt out of my benefits.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Surge. It's a 10th service.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm pointed them, but I work for SRI.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 7422.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Rico Kesterson.

Speaker speaker\_0: Have you received your first check from them yet?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. So I just need to make a file for you in our system and then once I get it made, I will be able to go ahead and decline the coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: How do you spell your first name?

Speaker speaker\_1: R-I-C-O.

Speaker speaker\_0: All right. And do you mind spelling your last name as well?

Speaker speaker\_1: It's A-E-S-T-E-R-S-O-N.

Speaker speaker\_0: Okay. So, A-E-S-T-E-R-S-O-N.

Speaker speaker\_1: K. K as in kangaroo.

Speaker speaker\_0: Okay. Is that the first letter or?

Speaker speaker\_1: Yeah, it's K-E-S-T-E-R-S-O-N.

Speaker speaker\_0: Okay. And your full, your full social?

Speaker speaker\_1: 277-78-7422.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 8/16/81.

Speaker speaker\_0: And then, uh, your full mailing address.

Speaker speaker\_1: 28041 Cook Road, Logan, Ohio, 43138.

Speaker speaker\_0: All right. So, 28041 Cook Road in Logan, Ohio, 43138?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And lastly, what would be a good email?

Speaker speaker\_1: Um, it's r- my first and last name, 16, @gmail.com.

Speaker speaker\_0: And, uh, phone number is the same one you're calling from, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me just a few seconds. All righty. So I got your file made and I am declining coverage now, so you are good to go from here.

Speaker speaker\_1: All righty. Thank you, ma'am.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: Mm-hmm. Bye. What'd I do, man?