

Transcript: VICTORIA

Taylor-5164992280313856-6725746821349376

Full Transcript

... in the upscale residential area of Atlanta. Thank you for calling United Care. This is Victoria. How can I help you? This is, this is ... this is one of my family members. Yes, um, I got a message a few time before, or like a few weeks before from the third that you guys are going to charge me for the insurance, um, which I'm not interested at all. Okay. Uh, let me pull up your file so I can decline it for you. What's the last four of your Social? Uh, five two one four. Your first and last name? Shaheen Dhanani. And then do you mind verifying your address and date of birth? Um, address is 5945 Oak Brook Parkway, Norcross, Georgia, three zero zero nine three. Date of birth is zero nine zero three one nine eight three, September 3, 1983. Phone number 470-620-6135. That's correct. Huh? What did you say? Uh, phone number 470-620-6134. Yeah, four is first- Okay. ... but not the- R- All right, email is gonna be first... or I'm sorry, last name, first name, the number nine at Gmail. That's correct. And you're wanting to decline, correct? That's correct. Okay. I will decline it on my end. Do you need help with anything else? No, that's it. All righty. You have a wonderful day. Okay, thank you. Thank you.

Conversation Format

Speaker speaker_0: ... in the upscale residential area of Atlanta.

Speaker speaker_1: Thank you for calling United Care. This is Victoria. How can I help you?

Speaker speaker_2: This is, this is ... this is one of my family members.

Speaker speaker_3: Yes, um, I got a message a few time before, or like a few weeks before from the third that you guys are going to charge me for the insurance, um, which I'm not interested at all.

Speaker speaker_1: Okay. Uh, let me pull up your file so I can decline it for you. What's the last four of your Social?

Speaker speaker_3: Uh, five two one four.

Speaker speaker_1: Your first and last name?

Speaker speaker_3: Shaheen Dhanani.

Speaker speaker_1: And then do you mind verifying your address and date of birth?

Speaker speaker_3: Um, address is 5945 Oak Brook Parkway, Norcross, Georgia, three zero zero nine three. Date of birth is zero nine zero three one nine eight three, September 3, 1983.

Speaker speaker_1: Phone number 470-620-6135.

Speaker speaker_3: That's correct. Huh? What did you say?

Speaker speaker_1: Uh, phone number 470-620-6134.

Speaker speaker_3: Yeah, four is first-

Speaker speaker_1: Okay.

Speaker speaker_3: ... but not the-

Speaker speaker_2: R-

Speaker speaker_1: All right, email is gonna be first... or I'm sorry, last name, first name, the number nine at Gmail.

Speaker speaker_3: That's correct.

Speaker speaker_1: And you're wanting to decline, correct?

Speaker speaker_3: That's correct.

Speaker speaker_1: Okay. I will decline it on my end. Do you need help with anything else?

Speaker speaker_3: No, that's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_3: Okay, thank you.

Speaker speaker_1: Thank you.