

## Transcript: VICTORIA

**Taylor-5200851116539904-5805994828677120**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. How you doing? My name's Juquincy Thompson. Hey. How can I help? Uh, they text me and said, "Congrats on your job with Surge. You will be auto-enrolled in May. Tell our, our ex within 30 days." Okay. Are you wanting to opt out of that? Yes. Okay. What's the name of the agency you work for again? Surge. And the last four of your Social? 0435. And I'm sorry, your first and last name again? J-u-q-u-i-n-c-y Thompson, T-h-e-r-p-s-o-n. Okay. Do you mind verifying your address and date of birth? Um, 724 East Patton Avenue in September the 4th, 2002. Okay. And then phone number 334-575-8400? Yes, ma'am. All right. And then email is, uh, first and last name 63 at Gmail? Yes, ma'am. Okay. All righty. Well, I will go ahead and decline the coverage, and you should be good to go from here. Okay. Do you need help with anything else? So what I do? What do you mean? Um, it's telling me... It's saying, "You will be auto-enrolled in May. Tell, tell our ex". Yeah. That's what we just declined. I, I thought that's what you were wanting to do. No. I, I wanted to work, work for 'em. So this is for the medical insurance that they offer. This has nothing to do with the actual job. Oh, okay. Yeah. They should be contacting you directly about jobs, but we just administer their medical insurance.

### Conversation Format

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

Speaker speaker\_1: Hey. How you doing? My name's Juquincy Thompson.

Speaker speaker\_0: Hey. How can I help?

Speaker speaker\_1: Uh, they text me and said, "Congrats on your job with Surge. You will be auto-enrolled in May. Tell our, our ex within 30 days."

Speaker speaker\_0: Okay. Are you wanting to opt out of that?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Surge.

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

Speaker speaker\_1: 0435.

Speaker speaker\_0: And I'm sorry, your first and last name again?

Speaker speaker\_1: J-u-q-u-i-n-c-y Thompson, T-h-e-r-p-s-o-n.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, 724 East Patton Avenue in September the 4th, 2002.

Speaker speaker\_0: Okay. And then phone number 334-575-8400?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. And then email is, uh, first and last name 63 at Gmail?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All righty. Well, I will go ahead and decline the coverage, and you should be good to go from here.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you need help with anything else?

Speaker speaker\_1: So what I do?

Speaker speaker\_0: What do you mean?

Speaker speaker\_1: Um, it's telling me... It's saying, "You will be auto-enrolled in May. Tell, tell our ex".

Speaker speaker\_0: Yeah. That's what we just declined. I, I thought that's what you were wanting to do.

Speaker speaker\_1: No. I, I wanted to work, work for 'em.

Speaker speaker\_0: So this is for the medical insurance that they offer. This has nothing to do with the actual job.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah. They should be contacting you directly about jobs, but we just administer their medical insurance.