

Transcript: VICTORIA

Taylor-5289647185641472-4508254591565824

Full Transcript

Thank you for calling Benefits on a Card just say Toria. How can I help you? Hi, Victoria. My name's Suzy Sharp and I got a text today about, um, uh, something about having 30 days if I wanted to cancel my insurance or something. And honestly, I already, I thought I already called and canceled that. Okay. Um, I know we- it's gonna send out a reminder text if you did or didn't, so, um, let me pull up your file to verify. What's the... you said Surge? Yeah, Surge. Okay. And the last four of your social? 9890. All right. And then your first and last name? Suzy Sharp. S-H-A-R-P. Okay. Do you mind verifying your address and date of birth? 884 Drive, December 20th, '79. All right. And then phone number 419-305-4400. Yes. Email is gonna be, uh, suzy l-l-o-v-e @outlook.com. Yep. Okay. Yeah, so it looks like it was already declined, so you just got the reminder text message. Okay, I was just calling to make sure. All right. Do you need help with anything else? Um, I don't think so. Thank you very much. Yes, ma'am. You have a wonderful day. Bye-bye. You too. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card just say Toria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name's Suzy Sharp and I got a text today about, um, uh, something about having 30 days if I wanted to cancel my insurance or something. And honestly, I already, I thought I already called and canceled that.

Speaker speaker_0: Okay. Um, I know we- it's gonna send out a reminder text if you did or didn't, so, um, let me pull up your file to verify. What's the... you said Surge?

Speaker speaker_1: Yeah, Surge.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 9890.

Speaker speaker_0: All right. And then your first and last name?

Speaker speaker_1: Suzy Sharp. S-H-A-R-P.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 884 Drive, December 20th, '79.

Speaker speaker_0: All right. And then phone number 419-305-4400.

Speaker speaker_1: Yes.

Speaker speaker_0: Email is gonna be, uh, suzy l-l-o-v-e @outlook.com.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Yeah, so it looks like it was already declined, so you just got the reminder text message.

Speaker speaker_1: Okay, I was just calling to make sure.

Speaker speaker_0: All right. Do you need help with anything else?

Speaker speaker_1: Um, I don't think so. Thank you very much.

Speaker speaker_0: Yes, ma'am. You have a wonderful day. Bye-bye.

Speaker speaker_1: You too. Thanks. Bye.