

Transcript: VICTORIA

Taylor-5402654370742272-6298174698078208

Full Transcript

Thank you for calling Benefits Center. This is Victoria. Can I help you? Yeah. Hi, my name's Eric Gibson. I was wanting to know if they took me off of that insurance, insurance thing, whatever it is. I can take a look and see. What's the, uh, name of the agency you work for? Surge. Surge Copy. Okay. And the last four of your Social? 7419. And your first and last name? Eric Gibson Junior. Gotcha. Do you mind verifying your address and date of birth? 9290 Ohio Street, 11585. Phone number 740-899-0307. Yeah. Yeah. And then email is ejgibson41@gmail. Yes. Okay. Yeah. It looks like it's already been declined for you. Okay. All right. I got you- Anything else I can help you with now? No, I just, I just got a text message talking about enroll, enroll in benefits or something, I don't know. I was curious what that was about. It says, "Congratulations on your job with Surge. You will be auto enrolled in an ME... I mean, ME/C." What's that? So that's one of the medical plans that they offer, um. That's just an automated text message. But like I said, it's already been declined for you. It looks like it was declined yesterday. Okay. I was making sure. Does that help? Yeah, I was making sure. Okay. Thank you for everything. I appreciate it. Yes, sir. You have a wonderful day. You do as well. Bye-bye. I was talking to her and her vo- her whole voice changed.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center. This is Victoria. Can I help you?

Speaker speaker_1: Yeah. Hi, my name's Eric Gibson. I was wanting to know if they took me off of that insurance, insurance thing, whatever it is.

Speaker speaker_0: I can take a look and see. What's the, uh, name of the agency you work for?

Speaker speaker_1: Surge. Surge Copy.

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

Speaker speaker_1: 7419.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Eric Gibson Junior.

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

Speaker speaker_1: 9290 Ohio Street, 11585.

Speaker speaker_0: Phone number 740-899-0307.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: And then email is ejgibson41@gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah. It looks like it's already been declined for you.

Speaker speaker_1: Okay. All right. I got you-

Speaker speaker_0: Anything else I can help you with now?

Speaker speaker_1: No, I just, I just got a text message talking about enroll, enroll in benefits or something, I don't know. I was curious what that was about. It says, "Congratulations on your job with Surge. You will be auto enrolled in an ME... I mean, ME/C." What's that?

Speaker speaker_0: So that's one of the medical plans that they offer, um. That's just an automated text message. But like I said, it's already been declined for you. It looks like it was declined yesterday.

Speaker speaker_1: Okay. I was making sure.

Speaker speaker_0: Does that help?

Speaker speaker_1: Yeah, I was making sure. Okay. Thank you for everything. I appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You do as well.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: I was talking to her and her vo- her whole voice changed.