

Transcript: VICTORIA

Taylor-5423783385546752-4665716087767040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I'm calling to find out to make sure that I am disenrolled from the benefit card deal thing. Um, I work for an em-... I didn't really work for an employer. I signed up for a job but I did not work... Uh, I did not work for this em- temporary agency, so they told me, um, because it's auto- you're automatically signed up. But I want to make sure that I'm disenrolled from this. Okay. What's the name of the agency? Um, Surge Staffing in Elizabethtown, Kentucky. And the last four of your Social? 8955. And your first and last name? First name, Gina, G-I-N-A. Schreiner, S-C-H-R-E-I-N-E-R. Okay. Do you mind verifying your address and date of birth? Yes. My date of birth is 11/22/65 and my address is 631 South Lincoln Boulevard Number 11 in Hodgenville, Kentucky 42748. All right. Phone number 270-370-7676? No. That is an incorrect number I no longer have. The phone number you're calling from, is that the best phone number for you? Yes. That is my current and only cell phone. All right. And then email is, uh, cowgirlchug99@ya- er, @gmail.com? Yes. That is correct. Okay. And are... I know you said you're not... Are you currently working with them? No. I am not. I didn't go to the job. No. It didn't work out for me. Okay. I mean, I'll go ahead and decline the coverage in our systems but if you're not working with them, you, you really don't need to worry about it. Okay. Well, uh, the only reason I'm calling is 'cause one time I worked for ... a couple years ago and it happened that it, it messed up my current insurance that I have, I have through the State. So, I didn't really need the insurance, so I just wanted to make sure that it's not, you know, got me connected with it. Yeah. I don't see you're enrolled into anything and like I said, I'll go ahead and decline it. Okay. I appreciate it. I appreciate it. You're welcome. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I'm calling to find out to make sure that I am disenrolled from the benefit card deal thing. Um, I work for an em-... I didn't really work for an employer. I signed up for a job but I did not work... Uh, I did not work for this em- temporary agency, so they told me, um, because it's auto- you're automatically signed up. But I want to make sure that I'm disenrolled from this.

Speaker speaker_1: Okay. What's the name of the agency?

Speaker speaker_2: Um, Surge Staffing in Elizabethtown, Kentucky.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8955.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name, Gina, G-I-N-A. Schreiner, S-C-H-R-E-I-N-E-R.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. My date of birth is 11/22/65 and my address is 631 South Lincoln Boulevard Number 11 in Hodgenville, Kentucky 42748.

Speaker speaker_1: All right. Phone number 270-370-7676?

Speaker speaker_2: No. That is an incorrect number I no longer have.

Speaker speaker_1: The phone number you're calling from, is that the best phone number for you?

Speaker speaker_2: Yes. That is my current and only cell phone.

Speaker speaker_1: All right. And then email is, uh, cowgirlchug99@ya-er, @gmail.com?

Speaker speaker_2: Yes. That is correct.

Speaker speaker_1: Okay. And are... I know you said you're not... Are you currently working with them?

Speaker speaker_2: No. I am not. I didn't go to the job. No. It didn't work out for me.

Speaker speaker_1: Okay. I mean, I'll go ahead and decline the coverage in our systems but if you're not working with them, you, you really don't need to worry about it.

Speaker speaker_2: Okay. Well, uh, the only reason I'm calling is 'cause one time I worked for ... a couple years ago and it happened that it, it messed up my current insurance that I have, I have through the State. So, I didn't really need the insurance, so I just wanted to make sure that it's not, you know, got me connected with it.

Speaker speaker_1: Yeah. I don't see you're enrolled into anything and like I said, I'll go ahead and decline it.

Speaker speaker_2: Okay. I appreciate it. I appreciate it.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.