

Transcript: VICTORIA

Taylor-5454189631586304-5157953120714752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. How can I help you? Yes. Uh, my name's Kevin Risner. I've recently hired on with Integrity Trade Services. Uh, and, uh, I'm employed through them now. Uh, however, when I was signing up, we had some problem with the computer where I could opt in or out of your, uh, DIC. Okay. And so I didn't get to opt out, and then he told me, "Well, they'll automatically opt you in." So he gave me the number to contact you to opt me out manually. Okay. Um, have you received your first paycheck yet? No. Okay. Give me one second. So I'll just need to make a file for you in the system and then once I get it made, I'll be able to go in and decline it. Okay. What is your first and last name again? Kevin, K-E-V-I-N. Risner, R-I-S-N-E-R. R-I-S-N-E-R? Correct. Okay. And your, uh, full social? 308-92-3256. And date of birth? 9/20 of 1970. Okay. And your mailing address? 10875 East Toto Road, T-O-T-O, Culver, Indiana. And the zip code? 46511. Okay. And the phone number you're calling from, is that the best phone number for you? Yes. 574-216-0283. Okay. And then, uh, lastly, what would be a good email for you? Uh, it's K-E-V-I-N D Risner, R-I-S-N-E-R 45 at Gmail. So that was KevinERisner45 at gmail.com? D as in, D as in Duane. Okay. Or Don. Give me just a few seconds. Or Don. All righty. So I got your file made and declined coverage, so you're good to go from here. Okay. I shouldn't have to follow up or anything, you don't think? Make sure- No, Sir. It's done. Okay. Thank you so much. You're welcome. Have a good day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hello. How can I help you?

Speaker speaker_2: Yes. Uh, my name's Kevin Risner. I've recently hired on with Integrity Trade Services. Uh, and, uh, I'm employed through them now. Uh, however, when I was signing up, we had some problem with the computer where I could opt in or out of your, uh, DIC.

Speaker speaker_1: Okay.

Speaker speaker_2: And so I didn't get to opt out, and then he told me, "Well, they'll automatically opt you in." So he gave me the number to contact you to opt me out manually.

Speaker speaker_1: Okay. Um, have you received your first paycheck yet?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Give me one second. So I'll just need to make a file for you in the system and then once I get it made, I'll be able to go in and decline it.

Speaker speaker_2: Okay.

Speaker speaker_1: What is your first and last name again?

Speaker speaker_2: Kevin, K-E-V-I-N. Risner, R-I-S-N-E-R.

Speaker speaker_1: R-I-S-N-E-R?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And your, uh, full social?

Speaker speaker_2: 308-92-3256.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 9/20 of 1970.

Speaker speaker_1: Okay. And your mailing address?

Speaker speaker_2: 10875 East Toto Road, T-O-T-O, Culver, Indiana.

Speaker speaker_1: And the zip code?

Speaker speaker_2: 46511.

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

Speaker speaker_2: Yes. 574-216-0283.

Speaker speaker_1: Okay. And then, uh, lastly, what would be a good email for you?

Speaker speaker_2: Uh, it's K-E-V-I-N D Risner, R-I-S-N-E-R 45 at Gmail.

Speaker speaker_1: So that was KevinERisner45 at gmail.com?

Speaker speaker_2: D as in, D as in Duane.

Speaker speaker_1: Okay.

Speaker speaker_2: Or Don.

Speaker speaker_1: Give me just a few seconds.

Speaker speaker_2: Or Don.

Speaker speaker_1: All righty. So I got your file made and declined coverage, so you're good to go from here.

Speaker speaker_2: Okay. I shouldn't have to follow up or anything, you don't think? Make sure-

Speaker speaker_1: No, Sir.

Speaker speaker_2: It's done. Okay. Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye.