

Transcript: VICTORIA

Taylor-5471128381472768-4722391631708160

Full Transcript

Who's got insurance? Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Um, hello, I was just calling to decline all benefits. Um, I just, they denied, their surge staffing, they told me to call this number just to make sure, if I didn't want any benefits just to call and decline it. So I just wanted to call and decline all benefits. What's the last four of your Social? It's, um, two, eight, three, eight. And your first and last name? Tonysha Bailey. Is that T-O-N-Y or I? T-O-N-Y. Okay. Have you received your first check from them yet? No, I haven't received any check. I just signed up for, like, a job and they told me that I had to decline benefits within 30 days so I just wanted to make sure I do that because I already have insurance. I understand. The reason why I'm asking is because I don't have a file for you in the system, so I have to make one and then once I get it made I'll be able to go in and decline it. Okay. Do you mind spelling your last name for me? Uh, B-A-I-L-E-Y. Is that D as in dog, A-I-L-E-Y? No, B as in ball and then A-I-L-E-Y. Okay. And your full Social? It's, um, two, eight, two, zero, two, two, eight, three, eight. Your date of birth? 06/30/1997. And then your mailing address. Uh, 1617 Race, R-A-C-E, Street, Apartment 301, zip code 45202. What's the city and state? Cincinnati, Ohio. Okay. And phone number is the same phone number you're calling from? Yes, correct. Okay. And then, um, let's see. What would be a good email for you? Um, my last name B-A-I-L-E-Y Tonysha, T-O-N-Y-S-H-A, @gmail.com. Okay. Your last name and then T-O-N-Y-S-H-A@ gmail.com. Correct. Okay. Give me just a few seconds. Okay. All righty, so I made your file and I'm declining coverage now and you're good to go from here. Now, you may still very well get, like, a text message reminder in the next one to two weeks. It is just a reminder to all employees, um, but you won't have to call back since we declined it today. Okay, thank you. Okay. You're welcome did you need- All right. ... anything else? No, ma'am, that was all. Thank you. You have a good one. You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Who's got insurance?

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_0: Um, hello, I was just calling to decline all benefits. Um, I just, they denied, their surge staffing, they told me to call this number just to make sure, if I didn't want any benefits just to call and decline it. So I just wanted to call and decline all benefits.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_0: It's, um, two, eight, three, eight.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Tonysha Bailey.

Speaker speaker_1: Is that T-O-N-Y or I?

Speaker speaker_0: T-O-N-Y.

Speaker speaker_1: Okay. Have you received your first check from them yet?

Speaker speaker_0: No, I haven't received any check. I just signed up for, like, a job and they told me that I had to decline benefits within 30 days so I just wanted to make sure I do that because I already have insurance.

Speaker speaker_1: I understand. The reason why I'm asking is because I don't have a file for you in the system, so I have to make one and then once I get it made I'll be able to go in and decline it.

Speaker speaker_0: Okay.

Speaker speaker_1: Do you mind spelling your last name for me?

Speaker speaker_0: Uh, B-A-I-L-E-Y.

Speaker speaker_1: Is that D as in dog, A-I-L-E-Y?

Speaker speaker_0: No, B as in ball and then A-I-L-E-Y.

Speaker speaker_1: Okay. And your full Social?

Speaker speaker_0: It's, um, two, eight, two, zero, two, two, eight, three, eight.

Speaker speaker_1: Your date of birth?

Speaker speaker_0: 06/30/1997.

Speaker speaker_1: And then your mailing address.

Speaker speaker_0: Uh, 1617 Race, R-A-C-E, Street, Apartment 301, zip code 45202.

Speaker speaker_1: What's the city and state?

Speaker speaker_0: Cincinnati, Ohio.

Speaker speaker_1: Okay. And phone number is the same phone number you're calling from?

Speaker speaker_0: Yes, correct.

Speaker speaker_1: Okay. And then, um, let's see. What would be a good email for you?

Speaker speaker_0: Um, my last name B-A-I-L-E-Y Tonysha, T-O-N-Y-S-H-A, @gmail.com.

Speaker speaker_1: Okay. Your last name and then T-O-N-Y-S-H-A@ gmail.com.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Give me just a few seconds.

Speaker speaker_0: Okay.

Speaker speaker_1: All righty, so I made your file and I'm declining coverage now and you're good to go from here. Now, you may still very well get, like, a text message reminder in the next one to two weeks. It is just a reminder to all employees, um, but you won't have to call back since we declined it today.

Speaker speaker_0: Okay, thank you. Okay.

Speaker speaker_1: You're welcome did you need-

Speaker speaker_0: All right.

Speaker speaker_1: ... anything else?

Speaker speaker_0: No, ma'am, that was all. Thank you. You have a good one.

Speaker speaker_1: You too.

Speaker speaker_0: All right.

Speaker speaker_1: Bye-bye.