

Transcript: VICTORIA

Taylor-5477343955697664-6486420013891584

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Um, yes. So I was just recently employed through Western State Hospital. Um, and I had signed up for the auto-enrollment and the insurance but I need to cancel that. Okay. Um, what is the name of the agency you work for? Crown Staffing. And the last four of your Social? It's gonna be nine eight nine four. And your first and last name? Erica Melton. E-R-I-C-A M-E-L-T-O-N. First name you said is Erica? Yes. I don't see you here. Have you received your first paycheck from them yet? Yes. I received it today. And you said nine eight nine four? Yes. I don't know why I don't see you here and you- And just to make sure it's Crown Staffing, last four is nine eight nine four, first name is Erica, last name is Melton, M-E-L-T-O-N? Yes, ma'am. Hmm. Okay. Um, so I guess what I could do since we don't have a file for you is I could just make one and then opt you out from there. Okay. What's your, uh, what is your full Social? It's gonna be 401-Six. ... five nine eight nine four. And your date of birth? 11/20/05. All right, and then your full, uh, mailing address. It's gonna be 1325 Harps, H-A-R-P-S, Hill Road in Graham. It's gonna be 42344. Okay. And is that, um, Monticello, Florida? What is it? What's the city and state on that address? Graham, Kentucky. G-R-A-H-A-M. And you said the ZIP code is 42344? Yes. All right. And phone number is the same phone number that you're calling from? Yes, ma'am. Okay. And then lastly, what would be a good email? It's gonna be ericamelton47@gmail.com. All righty. See if that went through. Okay. Got your file made and I'm declining coverage now so you are good to go from here. Oh. Thank you so much. I appreciate it. Yes, ma'am. So you have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Um, yes. So I was just recently employed through Western State Hospital. Um, and I had signed up for the auto-enrollment and the insurance but I need to cancel that.

Speaker speaker_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: It's gonna be nine eight nine four.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Erica Melton. E-R-I-C-A M-E-L-T-O-N.

Speaker speaker_0: First name you said is Erica?

Speaker speaker_1: Yes.

Speaker speaker_0: I don't see you here. Have you received your first paycheck from them yet?

Speaker speaker_1: Yes. I received it today.

Speaker speaker_0: And you said nine eight nine four?

Speaker speaker_1: Yes.

Speaker speaker_0: I don't know why I don't see you here and you- And just to make sure it's Crown Staffing, last four is nine eight nine four, first name is Erica, last name is Melton, M-E-L-T-O-N?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Hmm. Okay. Um, so I guess what I could do since we don't have a file for you is I could just make one and then opt you out from there.

Speaker speaker_1: Okay.

Speaker speaker_0: What's your, uh, what is your full Social?

Speaker speaker_1: It's gonna be 401-

Speaker speaker_0: Six.

Speaker speaker_1: ... five nine eight nine four.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/20/05.

Speaker speaker_0: All right, and then your full, uh, mailing address.

Speaker speaker_1: It's gonna be 1325 Harps, H-A-R-P-S, Hill Road in Graham.

Speaker speaker_0: It's gonna be 42344. Okay. And is that, um, Monticello, Florida?

Speaker speaker_1: What is it?

Speaker speaker_0: What's the city and state on that address?

Speaker speaker_1: Graham, Kentucky. G-R-A-H-A-M.

Speaker speaker_0: And you said the ZIP code is 42344?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And phone number is the same phone number that you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then lastly, what would be a good email?

Speaker speaker_1: It's gonna be ericamelton47@gmail.com.

Speaker speaker_0: All righty. See if that went through. Okay. Got your file made and I'm declining coverage now so you are good to go from here.

Speaker speaker_1: Oh. Thank you so much. I appreciate it.

Speaker speaker_0: Yes, ma'am. So you have a wonderful day.

Speaker speaker_1: You too. Thank you. Bye-bye.