

Transcript: VICTORIA

Taylor-5480723670319104-6480555482497024

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? Um, I was wondering if I could... 'cause it auto-enrolls, so I was wondering if I could... Mm-hmm. I just got a message that's saying it. I can, um... 'cause I just got the message saying that it's gonna auto-enroll me in like 30 days. Is there a way that I can, like, opt out of it? You're wanting to opt out? Yes, ma'am. Okay. Uh, what's the name of the agency that you're working through? Surge. And the last four of your Social? 5174. And your first and last name? Um, Kasia. Well, I don't know how they have it. I think they have it as Kasia Stratton, but it's supposed to be Kasia Negron-Stratton. Okay. Do you mind verifying your address and date of birth? Yes, ma'am. It is, uh, 2131 County Road 260, System, Alabama 35765. And then date of birth, 12/14/1990. Phone number 256-687-0772? Yes, ma'am. And then email is gonna be N-G-R-O-N-S-T-R-A-T-T-O-N2015@gmail.com? Yes. Okay. So you're wanting to decline all benefits? Yes, ma'am. All righty. I will go ahead and decline it and you're good to go from here. Thank you so much. Thank you. Bye-bye. You have a good day. You too.

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: Um, I was wondering if I could... 'cause it auto-enrolls, so I was wondering if I could...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I just got a message that's saying it. I can, um... 'cause I just got the message saying that it's gonna auto-enroll me in like 30 days. Is there a way that I can, like, opt out of it?

Speaker speaker_1: You're wanting to opt out?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Uh, what's the name of the agency that you're working through?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5174.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Um, Kasia. Well, I don't know how they have it. I think they have it as Kasia Stratton, but it's supposed to be Kasia Negron-Stratton.

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

Speaker speaker_2: Yes, ma'am. It is, uh, 2131 County Road 260, System, Alabama 35765. And then date of birth, 12/14/1990.

Speaker speaker_1: Phone number 256-687-0772?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be N-G-R-O-N-S-T-R-A-T-T-O-N2015@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're wanting to decline all benefits?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. I will go ahead and decline it and you're good to go from here.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: You have a good day.

Speaker speaker_1: You too.