

## **Transcript: VICTORIA**

**Taylor-5543848118108160-6035915474780160**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Well, ma'am, um, I, uh, my name is Myron Sanders and, uh, I, uh, applied down here in Claremore, Okla- or no, uh yeah, Claremore, Oklahoma at the American Staff Corporation and I was told to give you, uh, to call this number in order to decline the coverage before I get my first check. Okay, so you haven't received your first check yet? No, it's gonna be due tomorrow. Okay. Um, let, let me see if you have a file. I might need to make one. Um, what's the last four of your social? 4301. 4301? Yes. Okay. I don't have one as of yet, so let me get it made and then once I get it made, I'll be able to opt you out from there. What is your first and last name again? Myron, M-Y-R-O-N, Sanders. All right, and then your full social? 440664301. All right, and your date of birth? speaks in foreign language. 7/16/64. speaks in foreign language. All right, and what is your full mailing address? 18242 North South 415 Road Nowata, Oklahoma 74048. speaks in foreign language. All right, let me just make sure I got that right. So 18242 North South 415 Road, and what was the city? Nowata, N-O-W-A-T-A. Okay, N-O-W-A-T-A, Oklahoma 74048. Yes. All right. And phone number's the same one you're calling from? Yes, ma'am. And then lastly, what would be a good email for you? Uh, myron71664@gmail.com. All right, give me just a few seconds. And you did say American Staff Corp is the name of your, uh, agency, correct? Yes. Okay. All righty, so I got your file made and I'm declining coverage now. Now I do know that we do send li- out, uh, text message reminders, so if you happen to get one, um, we're, we're, just know we're declining coverage today, so there's nothing else you, you need to do on your end, but you're probably still gonna get the text message. Okay, mm-hmm. And, uh, you're good to go from here. And if I want to, uh, get back insured then I can call you and you can take care of that as well? Yeah, so um, they give you 30 days from the date of your first check to get enrolled, um- Okay. ... and then they also have a open enrollment period every year, um- Okay. ... so if you're interested in getting enrolled, just call us back and we can take a look at your file. And what would the, what would the cost, cost of the coverage be? Really just depends on the plans that you choose. Uh, there's a couple- Okay. ... different ones for medical and- Okay. ... it also depends on, like, who you're wanting to cover. Um- Oh. ... if you want I can just send you the information to your email so you have that. That would be perfect. Okay. All righty, well I'll get that sent to your email. Did you need help with anything else? Uh, no ma'am. Thank you. You're welcome. You have a wonderful day. You as well. Thank you. Thank you. Bye-bye. Bye-bye. speaks in foreign language. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Well, ma'am, um, I, uh, my name is Myron Sanders and, uh, I, uh, applied down here in Claremore, Okla- or no, uh yeah, Claremore, Oklahoma at the American Staff Corporation and I was told to give you, uh, to call this number in order to decline the coverage before I get my first check.

Speaker speaker\_0: Okay, so you haven't received your first check yet?

Speaker speaker\_1: No, it's gonna be due tomorrow.

Speaker speaker\_0: Okay. Um, let, let me see if you have a file. I might need to make one. Um, what's the last four of your social?

Speaker speaker\_1: 4301.

Speaker speaker\_0: 4301?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I don't have one as of yet, so let me get it made and then once I get it made, I'll be able to opt you out from there. What is your first and last name again?

Speaker speaker\_1: Myron, M-Y-R-O-N, Sanders.

Speaker speaker\_0: All right, and then your full social?

Speaker speaker\_1: 440664301.

Speaker speaker\_0: All right, and your date of birth?

Speaker speaker\_2: speaks in foreign language.

Speaker speaker\_1: 7/16/64.

Speaker speaker\_2: speaks in foreign language.

Speaker speaker\_0: All right, and what is your full mailing address?

Speaker speaker\_1: 18242 North South 415 Road Nowata, Oklahoma 74048.

Speaker speaker\_2: speaks in foreign language.

Speaker speaker\_0: All right, let me just make sure I got that right. So 18242 North South 415 Road, and what was the city?

Speaker speaker\_1: Nowata, N-O-W-A-T-A.

Speaker speaker\_0: Okay, N-O-W-A-T-A, Oklahoma 74048.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And phone number's the same one you're calling from?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then lastly, what would be a good email for you?

Speaker speaker\_1: Uh, myron71664@gmail.com.

Speaker speaker\_0: All right, give me just a few seconds. And you did say American Staff Corp is the name of your, uh, agency, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All righty, so I got your file made and I'm declining coverage now. Now I do know that we do send li- out, uh, text message reminders, so if you happen to get one, um, we're, we're, just know we're declining coverage today, so there's nothing else you, you need to do on your end, but you're probably still gonna get the text message.

Speaker speaker\_1: Okay, mm-hmm.

Speaker speaker\_0: And, uh, you're good to go from here.

Speaker speaker\_1: And if I want to, uh, get back insured then I can call you and you can take care of that as well?

Speaker speaker\_0: Yeah, so um, they give you 30 days from the date of your first check to get enrolled, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and then they also have a open enrollment period every year, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... so if you're interested in getting enrolled, just call us back and we can take a look at your file.

Speaker speaker\_1: And what would the, what would the cost, cost of the coverage be?

Speaker speaker\_0: Really just depends on the plans that you choose. Uh, there's a couple-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... different ones for medical and-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it also depends on, like, who you're wanting to cover. Um-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... if you want I can just send you the information to your email so you have that.

Speaker speaker\_1: That would be perfect.

Speaker speaker\_0: Okay. All righty, well I'll get that sent to your email. Did you need help with anything else?

Speaker speaker\_1: Uh, no ma'am. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You as well. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: speaks in foreign language.

Speaker speaker\_1: Okay.