

Transcript: VICTORIA

Taylor-5566747161968640-5815546161709056

Full Transcript

Thank you for calling Benefits and Cards. This is Victoria. How can I help you? Uh, I was calling because I had canceled my... Hello? Hmm, I had canceled my, uh, benefits. Okay, what do you need help with? And I, I was wondering, I canceled my benefit, I'm wondering, I still got a card. I can take a look and see. What's the name of the agency you work for? Burb Staffing. And the last four of your Social? 2103. And your first and last name? Zakir Muhammad. Do you mind verifying your address and date of birth? Uh, 811 Eastwood Highway, Millbrook, Alabama 36054. Apartment B77. And your date of birth? 2/11/94. Phone number 334-322-3899? Mm-hmm. Email is zdeshaun@yahoo.com? Mm-hmm. Is that correct? Yes, that's correct. Okay. Um, I don't see that you have active coverage with us any longer. Looks like it's already been canceled out. Oh, so I don't, I don't need to worry about the cards? No, they, I mean, they're, they're no good at this point. All right, thank you. You're welcome. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Cards. This is Victoria. How can I help you?

Speaker speaker_1: Uh, I was calling because I had canceled my...

Speaker speaker_0: Hello?

Speaker speaker_1: Hmm, I had canceled my, uh, benefits.

Speaker speaker_0: Okay, what do you need help with?

Speaker speaker_1: And I, I was wondering, I canceled my benefit, I'm wondering, I still got a card.

Speaker speaker_0: I can take a look and see. What's the name of the agency you work for?

Speaker speaker_1: Burb Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2103.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Zakir Muhammad.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 811 Eastwood Highway, Millbrook, Alabama 36054. Apartment B77.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 2/11/'94.

Speaker speaker_0: Phone number 334-322-3899?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Email is zdeshaun@yahoo.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is that correct?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. Um, I don't see that you have active coverage with us any longer. Looks like it's already been canceled out.

Speaker speaker_1: Oh, so I don't, I don't need to worry about the cards?

Speaker speaker_0: No, they, I mean, they're, they're no good at this point.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Bye.