

Transcript: VICTORIA

Taylor-5658168096768000-6636107319787520

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I received a text and I work for Surge. Okay. Um, so we administer medical insurance for Surge Staffing. Yeah, I- Are you a new hire with them? Yeah, I want, I wanna opt out. I, I don't want it. Okay, what's the last four of your Social? 1576. Your first and last name? Lawrence Johnson. All right. And then if you will just verify your address and date of birth. Uh, 1155 Hunters Mountain Parkway, Troy, Alabama. Uh, 32960. Phone number is 334-434-4442. That's it. And then email is gonna be L-O-H-N-S-O-N 216 at gmail.com. The what now? I said, L-O-H-N-S-O-N 216 at gmail.com. Uh, if that's what you got- Okay. ... I guess that's what this... Hello? Okay. Y- you don't know your email address? No, ma'am. No, ma'am. I just... Well, m- my wife might have put so I don't know what she put on there. Oh, okay. All right. Um, well, I will just go ahead and decline coverage on my end and- Yeah. ... you're good to go from here. Yeah, yes. Yes, just... Yeah, yeah, I don't want it. I'm good. Yes, sir. I went ahead and declined it for you. Okay. Have a wonderful day. All right, thank you. Thank you. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: Uh, I received a text and I work for Surge.

Speaker speaker_0: Okay. Um, so we administer medical insurance for Surge Staffing.

Speaker speaker_1: Yeah, I-

Speaker speaker_0: Are you a new hire with them?

Speaker speaker_1: Yeah, I want, I wanna opt out. I, I don't want it.

Speaker speaker_0: Okay, what's the last four of your Social?

Speaker speaker_1: 1576.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Lawrence Johnson.

Speaker speaker_0: All right. And then if you will just verify your address and date of birth.

Speaker speaker_1: Uh, 1155 Hunters Mountain Parkway, Troy, Alabama. Uh, 32960.

Speaker speaker_0: Phone number is 334-434-4442.

Speaker speaker_1: That's it.

Speaker speaker_0: And then email is gonna be L-O-H-N-S-O-N 216 at gmail.com.

Speaker speaker_1: The what now?

Speaker speaker_0: I said, L-O-H-N-S-O-N 216 at gmail.com.

Speaker speaker_1: Uh, if that's what you got-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I guess that's what this... Hello?

Speaker speaker_0: Okay. Y- you don't know your email address?

Speaker speaker_1: No, ma'am. No, ma'am. I just... Well, m- my wife might have put so I don't know what she put on there.

Speaker speaker_0: Oh, okay. All right. Um, well, I will just go ahead and decline coverage on my end and-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you're good to go from here.

Speaker speaker_1: Yeah, yes. Yes, just... Yeah, yeah, I don't want it. I'm good.

Speaker speaker_0: Yes, sir. I went ahead and declined it for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Have a wonderful day.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: All right.