

Transcript: VICTORIA

Taylor-5671036023652352-5786153360998400

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I wanna opt out. Okay. What's the name of the agency that you work for? Uh, Surge in Cambridge. Okay. Have you received your first paycheck yet? Nope. All right, so I need to make a file for you and then once I get it made, I will be able to opt you out from there. What's your first and last name? My first name is Neshier. N as in November, E as in echo, S, C as in Charlie, H, E as in echo, R. My last name is Pysher. P as in Paul, Y-S, C as in Charlie, H, E as in echo, R. And your Social? 366-82-0931. And your date of birth? 13 June '75. So June 13th, 1975? That's correct. All right. What's your mailing address? 5519 Skyline, one word, Drive, Cambridge, Ohio, 43725. I'm sorry, did you say the ZIP code was 43725? That's correct. Okay. And then phone number, 740-260-7550? It's me. Okay. And then lastly, what would be a good email? Uh, npysheer@aol.com. All right, so first initial, last name, at AOL. Give me just a few seconds. Sure. All right. So I got your file made and I'm declining coverage now, so you're good to go from here. All right. Now you may receive a reminder text message in the next one to two weeks. It's sent out to all new hires with Surge just as a reminder. Um, since we declined it today, you'll have to call back. All right. Thank you. All right. You're welcome. Have a good day. You too. Bye. 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: Hi, Victoria. I wanna opt out.

Speaker speaker_0: Okay. What's the name of the agency that you work for?

Speaker speaker_1: Uh, Surge in Cambridge.

Speaker speaker_0: Okay. Have you received your first paycheck yet?

Speaker speaker_1: Nope.

Speaker speaker_0: All right, so I need to make a file for you and then once I get it made, I will be able to opt you out from there. What's your first and last name?

Speaker speaker_1: My first name is Neshier. N as in November, E as in echo, S, C as in Charlie, H, E as in echo, R. My last name is Pysher. P as in Paul, Y-S, C as in Charlie, H, E as in echo, R.

Speaker speaker_0: And your Social?

Speaker speaker_1: 366-82-0931.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 13 June '75.

Speaker speaker_0: So June 13th, 1975?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. What's your mailing address?

Speaker speaker_1: 5519 Skyline, one word, Drive, Cambridge, Ohio, 43725.

Speaker speaker_0: I'm sorry, did you say the ZIP code was 43725?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then phone number, 740-260-7550?

Speaker speaker_1: It's me.

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

Speaker speaker_1: Uh, npysheer@aol.com.

Speaker speaker_0: All right, so first initial, last name, at AOL. Give me just a few seconds.

Speaker speaker_1: Sure.

Speaker speaker_0: All righty. So I got your file made and I'm declining coverage now, so you're good to go from here.

Speaker speaker_1: All right.

Speaker speaker_0: Now you may receive a reminder text message in the next one to two weeks. It's sent out to all new hires with Surge just as a reminder. Um, since we declined it today, you'll have to call back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All righty. You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.