

Transcript: VICTORIA

Taylor-5700954139181056-5305997167476736

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hey, how you doing? My name is Shemar Hampton. I was trying to un-enroll from, um, whatever, um, ... p, one of them C, I got a text message that I tried to decline coverage when I was signing up today. M-E-C-W-A-R-H, I'm trying to, um, not enroll in that, whatever that is. They, I'm trying to make a change for that before my window close. Okay. Give me just a few seconds. All right. What's the name of the agency that you work for? Uh, ... And the last four of your Social? 6091. And your first and last name? Shemar Hanson. Uh... Have you received your first paycheck yet? Yes, ma'am. Okay. How do you spell your first name? S-H-E-M-A-R. Okay, got you here. And then, uh, do you mind verifying your address and date of birth? 4268 Sunshine Drive and, um, May 25th, 2000. For the address, it's Montgomery, Alabama 36116? Yep. Yes, ma'am. Yes, ma'am. I'm sorry. You're fine. Phone number 413-244-4760? ... 60. Sorry. 42760. All right. Email is first and last name zero zero at gmail.com. @com. Yes, ma'am. You're wanting to decline the benefits? Yes, ma'am. Okay. I will go ahead and decline that for you. Do you need help with anything else? That's all, ma'am. Alrighty. You have a wonderful day. All right, you too. Thank you so much. Thank you. 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: Hey, how you doing? My name is Shemar Hampton. I was trying to un-enroll from, um, whatever, um, ... p, one of them C, I got a text message that I tried to decline coverage when I was signing up today. M-E-C-W-A-R-H, I'm trying to, um, not enroll in that, whatever that is. They, I'm trying to make a change for that before my window close.

Speaker speaker_0: Okay. Give me just a few seconds. All right. What's the name of the agency that you work for?

Speaker speaker_1: Uh, ...

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6091.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Shemar Hanson.

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

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. How do you spell your first name?

Speaker speaker_1: S-H-E-M-A-R.

Speaker speaker_0: Okay, got you here. And then, uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 4268 Sunshine Drive and, um, May 25th, 2000.

Speaker speaker_0: For the address, it's Montgomery, Alabama 36116?

Speaker speaker_1: Yep. Yes, ma'am. Yes, ma'am. I'm sorry.

Speaker speaker_0: You're fine. Phone number 413-244-4760?

Speaker speaker_1: ... 60. Sorry. 42760.

Speaker speaker_0: All right. Email is first and last name zero zero at gmail.com.

Speaker speaker_1: @com. Yes, ma'am.

Speaker speaker_0: You're wanting to decline the benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I will go ahead and decline that for you. Do you need help with anything else?

Speaker speaker_1: That's all, ma'am.

Speaker speaker_0: Alrighty. You have a wonderful day.

Speaker speaker_1: All right, you too. Thank you so much.

Speaker speaker_0: Thank you. Bye-bye.