

Transcript: VICTORIA

Taylor-5712634870808576-6689781403926528

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello there, Ms. Steven Smith here. I just got, uh, got a call from one of your associates and I just wanna see actually whether, uh, I wanted the, uh, benefits. It looks like I checked a few boxes. I'd like to, uh, decline the benefits. Okay. Mm-hmm. Uh, what's, what's the name of the, uh, agency you work for? HSS. And the last four of your Social? 4647. And, uh, your first and last name? Steven, with a V, and Smith. Okay. Do you mind verifying your address and date of birth? Yes, ma'am. 62266 and 316 North Paca Street, Baltimore, Maryland, 21201. This is kind of preliminary. I haven't even started working with her yet. Okay. Thanks for your time. Um- Thanks for your time, okay? Just to make sure I have the correct file, uh, phone number is 410-900-6311? Mm. Yes, ma'am. Okay. And then email is sirsmithee@juno.com. Yes, ma'am. Okay. Yeah, it looks like the coverage was declined for you. Um, was there anything else you needed help with? W- was declined? What do you mean it was declined? Oh, yeah, yeah, yeah. I didn't know... I didn't... I e- I elected not to choose it. You have a good day, okay? You too. Bye-bye. Yeah, I'm, I'm outta words. Have a good day. Thank you.

Conversation Format

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

Speaker speaker_1: Hello there, Ms. Steven Smith here. I just got, uh, got a call from one of your associates and I just wanna see actually whether, uh, I wanted the, uh, benefits. It looks like I checked a few boxes. I'd like to, uh, decline the benefits.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, what's, what's the name of the, uh, agency you work for?

Speaker speaker_1: HSS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4647.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Steven, with a V, and Smith.

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

Speaker speaker_1: Yes, ma'am. 62266 and 316 North Paca Street, Baltimore, Maryland, 21201. This is kind of preliminary. I haven't even started working with her yet.

Speaker speaker_0: Okay.

Speaker speaker_1: Thanks for your time.

Speaker speaker_0: Um-

Speaker speaker_1: Thanks for your time, okay?

Speaker speaker_0: Just to make sure I have the correct file, uh, phone number is 410-900-6311?

Speaker speaker_1: Mm. Yes, ma'am.

Speaker speaker_0: Okay. And then email is sirsmith@juno.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yeah, it looks like the coverage was declined for you. Um, was there anything else you needed help with?

Speaker speaker_1: W- was declined? What do you mean it was declined? Oh, yeah, yeah, yeah. I didn't know... I didn't... I e- I elected not to choose it. You have a good day, okay?

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Yeah, I'm, I'm outta words. Have a good day. Thank you.