

## **Transcript: VICTORIA**

**Taylor-5738337720909824-5609193322364928**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yeah, this is James Stock. I would like to opt out of the plan. Okay. What's the name of the agency you work for? Uh, I haven't been hired yet, but Antolin. Oh, uh, Crown Services. Okay. And you haven't received your first check yet? No. I haven't, I haven't actually worked there. I think I'm gonna seek employment elsewhere. Okay. Um, so what I would need to do is make a file for you in our system and then, once I get it made, I'll be able to decline the auto-enrollment. Yes. Okay. What's your full social? Uh, 327-44-8955. First name is James, last name is Scott? Stock. S-T-O-C-K. Okay. S-T-O-C-K? Yes. All right. Your date of birth? 12/12/65. And then your full mailing address? Uh, 618 North Poplar, Centralia, Illinois, 62801. And the phone number you're calling from, is that the best phone number? Uh, yeah. 367-2044. And then, lastly, what would be a good email address? Uh, I don't have email. Okay. That's fine. Give me a few seconds. All righty. So I got your file made and I went ahead and declined coverage, and you're good to go from here. Okay. All right. Thank you. You're welcome. Have a wonderful day. Thanks. You too. All right, 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: Uh, yeah, this is James Stock. I would like to opt out of the plan.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, I haven't been hired yet, but Antolin. Oh, uh, Crown Services.

Speaker speaker\_0: Okay. And you haven't received your first check yet?

Speaker speaker\_1: No. I haven't, I haven't actually worked there. I think I'm gonna seek employment elsewhere.

Speaker speaker\_0: Okay. Um, so what I would need to do is make a file for you in our system and then, once I get it made, I'll be able to decline the auto-enrollment.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. What's your full social?

Speaker speaker\_1: Uh, 327-44-8955.

Speaker speaker\_0: First name is James, last name is Scott?

Speaker speaker\_1: Stock. S-T-O-C-K.

Speaker speaker\_0: Okay. S-T-O-C-K?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Your date of birth?

Speaker speaker\_1: 12/12/65.

Speaker speaker\_0: And then your full mailing address?

Speaker speaker\_1: Uh, 618 North Poplar, Centralia, Illinois, 62801.

Speaker speaker\_0: And the phone number you're calling from, is that the best phone number?

Speaker speaker\_1: Uh, yeah. 367-2044.

Speaker speaker\_0: And then, lastly, what would be a good email address?

Speaker speaker\_1: Uh, I don't have email.

Speaker speaker\_0: Okay. That's fine. Give me a few seconds. All righty. So I got your file made and I went ahead and declined coverage, and you're good to go from here.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: You're welcome. Have a wonderful day.

Speaker speaker\_1: Thanks. You too. All right, bye.

Speaker speaker\_0: Bye-bye.