

## Transcript: VICTORIA

**Taylor-5742404406657024-6454860829474816**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. How are you doing today? Good. How are you? I'm doing well. Okay. So I just, um... I'm about to start a new job tomorrow and, um, I was calling to opt out of the benefit option because I already have something going on for that. Okay. What's the name of the agency? Um, the agency is... Search. Okay. Have you received your first paycheck from them? Um, I haven't. My first paycheck will be next Friday. Okay. So I will need to make a file for you and then once I get it made, I'll be able to go in and decline the benefits. Okay. So what do I... I just have to wait until I get my first paycheck? No, sir. I, I was just letting you know because you haven't received your first paycheck, I have to make a file for you. Oh, okay. And then once I get it made, I can go in and decline it. Um- Okay. ... what's your first and last name? My first name Deonte D, that's in David, D-O-N-T-E. Last name, W-H-E-T-S-T-O-N. Okay. So W-H-E-T-S-T-O-N? Yes. And E. All right. Uh, what's your full Social? My Social is 296822689. And your date of birth? Uh, 12/23/84. All righty. And do you mind verifying or what is your address? Uh, 16400 Talford, that's T-A-L-F-O-R-D Avenue, Cleveland, Ohio 44128. And the phone number you're calling from, is that the best phone number for you? Um, yes. And you can also put another one on file if possible. Okay. What else? Uh, what other phone number do you want? Uh, 216-460-9113. Okay. And did you have a good email? Um, yes. It is DWetstone, numbers 23@Yahoo.com. Okay. And just to make sure I'm spelling your last name correctly, it's W-H-E-T-S-T-O-N? With a E at the end. Okay. That's what I thought. Gotcha. All right. Give me one second. All righty, I've got your file and your coverage now, so you're good to go from here. Okay. I'm good. Yes, sir. All right. Thank you so much. You too. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hello. How are you doing today?

Speaker speaker\_1: Good. How are you?

Speaker speaker\_2: I'm doing well. Okay. So I just, um... I'm about to start a new job tomorrow and, um, I was calling to opt out of the benefit option because I already have

something going on for that.

Speaker speaker\_1: Okay. What's the name of the agency?

Speaker speaker\_2: Um, the agency is... Search.

Speaker speaker\_1: Okay. Have you received your first paycheck from them?

Speaker speaker\_2: Um, I haven't. My first paycheck will be next Friday.

Speaker speaker\_1: Okay. So I will need to make a file for you and then once I get it made, I'll be able to go in and decline the benefits.

Speaker speaker\_2: Okay. So what do I... I just have to wait until I get my first paycheck?

Speaker speaker\_1: No, sir. I, I was just letting you know because you haven't received your first paycheck, I have to make a file for you.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: And then once I get it made, I can go in and decline it. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... what's your first and last name?

Speaker speaker\_2: My first name Deonte D, that's in David, D-O-N-T-E. Last name, W-H-E-T-S-T-O-N.

Speaker speaker\_1: Okay. So W-H-E-T-S-T-O-N?

Speaker speaker\_2: Yes. And E.

Speaker speaker\_1: All right. Uh, what's your full Social?

Speaker speaker\_2: My Social is 296822689.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, 12/23/'84.

Speaker speaker\_1: All righty. And do you mind verifying or what is your address?

Speaker speaker\_2: Uh, 16400 Talford, that's T-A-L-F-O-R-D Avenue, Cleveland, Ohio 44128.

Speaker speaker\_1: And the phone number you're calling from, is that the best phone number for you?

Speaker speaker\_2: Um, yes. And you can also put another one on file if possible.

Speaker speaker\_1: Okay. What else? Uh, what other phone number do you want?

Speaker speaker\_2: Uh, 216-460-9113.

Speaker speaker\_1: Okay. And did you have a good email?

Speaker speaker\_2: Um, yes. It is DWetstone, numbers 23@Yahoo.com.

Speaker speaker\_1: Okay. And just to make sure I'm spelling your last name correctly, it's W-H-E-T-S-T-O-N?

Speaker speaker\_2: With a E at the end.

Speaker speaker\_1: Okay. That's what I thought. Gotcha. All right. Give me one second. All righty, I've got your file and your coverage now, so you're good to go from here.

Speaker speaker\_2: Okay. I'm good.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_2: Bye.