

## **Transcript: VICTORIA**

**Taylor-5748866363113472-6281474134196224**

### **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? Hi, yes, my name's, uh, Amber Barden. I was calling because I don't want to be, uh, enrolled within 30 days, I just want to cancel it out before I get enrolled. What's the name of the agency you work for? Uh... Search? It's SEARCH. And the last four of your Social? 0914. Okay. Uh, do you mind verifying your address and date of birth? It's going to be 189 Matthews Avenue, Ashland, Ohio 44805. Date of birth, 6/26/99. Phone number 216-213-2200? Yes. Email is going to be first and last name, 1999 at gmail.com? Yes. Okay, and you're wanting to decline, correct? I'm sorry? Decline. You want to decline coverage? Yes. Okay. I will go ahead and decline that for you. Do you need help with anything else? That's it. All righty. You have a wonderful night. All right, thank you. You too. Thank you. 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: Hi, yes, my name's, uh, Amber Barden. I was calling because I don't want to be, uh, enrolled within 30 days, I just want to cancel it out before I get enrolled.

Speaker speaker\_1: What's the name of the agency you work for?

Speaker speaker\_2: Uh...

Speaker speaker\_3: Search?

Speaker speaker\_2: It's SEARCH.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 0914.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: It's going to be 189 Matthews Avenue, Ashland, Ohio 44805. Date of birth, 6/26/99.

Speaker speaker\_1: Phone number 216-213-2200?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Email is going to be first and last name, 1999 at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, and you're wanting to decline, correct?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_3: Decline.

Speaker speaker\_1: You want to decline coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I will go ahead and decline that for you. Do you need help with anything else?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All righty. You have a wonderful night.

Speaker speaker\_2: All right, thank you. You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.