

Transcript: VICTORIA

Taylor-5784418924412928-6477586749767680

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, I want to opt out of my benefits. Okay. So what's the name of the agency you work for? Uh, 3r Stafing. And the last four of your Social? 7103. Okay. And your first and last name? Charmeka Bailey. Have you received your, uh, first paycheck yet? Not yet. Okay. So I need to make a file for you and then once I get it made, I'll be able to opt you out from there. Okay. Do you mind spelling your first name for me? It'd be C-h-a-r-m-e-k-a Bailey. And that's B-i-a- or I'm sorry, B... Goodness gracious. B-a- B-a- ... i. ... l-e-y. Okay. And your full Social? My full Social will be 413857103. Okay. And, uh, your date of birth? 12/22/1998. All right. And then your full mailing address? 507 Charter Road. And the city, state and zip code? Memphis, Tennessee 38109. All right. Let's see. And then, uh, phone number is the same one you're calling from? Yes, ma'am. Okay. And then lastly, what would be a good email? CharmekaBailey031@gmail.com. Okay. And you're wanting to decline? Yes. Okay. Give me just a few seconds. All righty. So I went ahead and made your file and I'm declining coverage now so you should be good to go from here. Um, now they do send out automated text messages to everyone just advising of the auto-enrollment as a reminder. Yes, ma'am. If you do get that text message, you don't have to call back since we declined it t- today. Okay. Thank you so much. You're welcome. Have a wonderful day. You too. 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: Um, I want to opt out of my benefits.

Speaker speaker_0: Okay. So what's the name of the agency you work for?

Speaker speaker_1: Uh, 3r Stafing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7103.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Charmeka Bailey.

Speaker speaker_0: Have you received your, uh, first paycheck yet?

Speaker speaker_1: Not yet.

Speaker speaker_0: Okay. So I need to make a file for you and then once I get it made, I'll be able to opt you out from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you mind spelling your first name for me?

Speaker speaker_1: It'd be C-h-a-r-m-e-k-a Bailey.

Speaker speaker_0: And that's B-i-a- or I'm sorry, B... Goodness gracious. B-a-

Speaker speaker_1: B-a-

Speaker speaker_0: ... i.

Speaker speaker_1: ... l-e-y.

Speaker speaker_0: Okay. And your full Social?

Speaker speaker_1: My full Social will be 413857103.

Speaker speaker_0: Okay. And, uh, your date of birth?

Speaker speaker_1: 12/22/1998.

Speaker speaker_0: All right. And then your full mailing address?

Speaker speaker_1: 507 Charter Road.

Speaker speaker_0: And the city, state and zip code?

Speaker speaker_1: Memphis, Tennessee 38109.

Speaker speaker_0: All right. Let's see. And then, uh, phone number is the same one you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then lastly, what would be a good email?

Speaker speaker_1: CharmekaBailey031@gmail.com.

Speaker speaker_0: Okay. And you're wanting to decline?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds. All righty. So I went ahead and made your file and I'm declining coverage now so you should be good to go from here. Um, now they do send out automated text messages to everyone just advising of the auto-enrollment as a reminder.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: If you do get that text message, you don't have to call back since we declined it t- today.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.