

## Transcript: VICTORIA

**Taylor-5898495876841472-5381929993158656**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, Victoria. I received one of your automated texts that said, like, if you want to opt out of whatever health care deductions to call this number, and that's what I would like to do. I don't want the health care stuff. I don't want anything extra being taken out of my pay. Okay. What's the name of the agency you work for? Surge Staffing. And the last four of your Social? 1661. And your first and last name? Eric McCluskey. E-R-I-C M-C-C-L-U-S-K-E-Y. Okay. Uh, do you mind verifying, uh, your date of birth and address? November 5th, 1988. And my address is 896 Akron Street, Chillicothe, Ohio 45601. And then phone number is 740-701-0026? That's correct. And then email is gonna be your first initial last name 88@icloud- Yeah, ericmccluskey88@icloud.com, yeah. Okay. I will go ahead and- But since it was suggested by iPhone to just for me, so I just used my account because I didn't have to remember. Okay. I will go ahead and decline the coverage on my end, and do you need help with anything else? Uh, no, ma'am. That's it. I just wanted to make sure. They said you only have 30 days to, to opt out or they start making pay deductions and I just wanted to make sure that that didn't happen. Yeah, you haven't been enrolled as of yet. They don't automatically enroll you until 30 days after your first check, so you're good to go. I went ahead and declined it. Okay. Thank you, ma'am. You're welcome. Have a good day. Y- you too. Bye 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: Yeah, Victoria. I received one of your automated texts that said, like, if you want to opt out of whatever health care deductions to call this number, and that's what I would like to do. I don't want the health care stuff. I don't want anything extra being taken out of my pay.

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

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 1661.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Eric McCluskey. E-R-I-C M-C-C-L-U-S-K-E-Y.

Speaker speaker\_0: Okay. Uh, do you mind verifying, uh, your date of birth and address?

Speaker speaker\_1: November 5th, 1988. And my address is 896 Akron Street, Chillicothe, Ohio 45601.

Speaker speaker\_0: And then phone number is 740-701-0026?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then email is gonna be your first initial last name 88@icloud-

Speaker speaker\_1: Yeah, ericmccluskey88@icloud.com, yeah.

Speaker speaker\_0: Okay. I will go ahead and-

Speaker speaker\_1: But since it was suggested by iPhone to just for me, so I just used my account because I didn't have to remember.

Speaker speaker\_0: Okay. I will go ahead and decline the coverage on my end, and do you need help with anything else?

Speaker speaker\_1: Uh, no, ma'am. That's it. I just wanted to make sure. They said you only have 30 days to, to opt out or they start making pay deductions and I just wanted to make sure that that didn't happen.

Speaker speaker\_0: Yeah, you haven't been enrolled as of yet. They don't automatically enroll you until 30 days after your first check, so you're good to go. I went ahead and declined it.

Speaker speaker\_1: Okay. Thank you, ma'am.

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

Speaker speaker\_1: Y- you too. Bye bye.

Speaker speaker\_0: Bye bye.