

Transcript: VICTORIA

Taylor-5914040931762176-5455969616969728

Full Transcript

Thank you for calling Benefits on Incari. This is Victoria. How can I help you? Hello. Um, I got the text on, about I needed to call to, uh, because I'll be auto-enrolled and I don't want to be enrolled. Okay. What's the name of the, uh, agency you work for? Surge Staffing. And the last four of your Social? 2990. Okay. And your first and last name? Robert Clark. And then if you will, just verify your address and date of birth. 1116 1/2 Lexington Ave., Mansfield, Ohio 44907, 8/24/1992. And then phone number 740-909-9588? Yes, ma'am. And then email is recklessr92@gmail? Yes, ma'am. Okay. I will go ahead and decline coverage and you're good to go from here. Okay. Uh, my wife is also through Surge Staffing and she would like... Yeah, she's sitting right next to me and she don't want to enroll in that either. Okay, give me just a few seconds so I can finish up with your file... Okay. Uh, do you mind if I speak with her? Hello. Hi. What's the last four of your Social? 0213. Okay. And your first and last name? April Ross, R-O-S-S. Okay. Give me just a few seconds... Okay. Uh, do you mind verifying your address and date of birth? It's 1116 1/2 Lexington Ave., Mansfield, Ohio. Uh, what's the zip code? 44907. 44907 and my birthday is 8/19/89. And then phone number 740-909-9590? Yeah. Okay. And then email is april.adore89@gmail.com? Correct. Okay. And you're wanting to decline as well? Yes. All right. I will go ahead and take care of that for you. Do you need help with anything else? No, not at all. All righty. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Incari. This is Victoria. How can I help you?

Speaker speaker_1: Hello. Um, I got the text on, about I needed to call to, uh, because I'll be auto-enrolled and I don't want to be enrolled.

Speaker speaker_0: Okay. What's the name of the, uh, agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2990.

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

Speaker speaker_1: Robert Clark.

Speaker speaker_0: And then if you will, just verify your address and date of birth.

Speaker speaker_1: 1116 1/2 Lexington Ave., Mansfield, Ohio 44907, 8/24/1992.

Speaker speaker_0: And then phone number 740-909-9588?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is recklessr92@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I will go ahead and decline coverage and you're good to go from here.

Speaker speaker_1: Okay. Uh, my wife is also through Surge Staffing and she would like... Yeah, she's sitting right next to me and she don't want to enroll in that either.

Speaker speaker_0: Okay, give me just a few seconds so I can finish up with your file... Okay. Uh, do you mind if I speak with her?

Speaker speaker_2: Hello.

Speaker speaker_0: Hi. What's the last four of your Social?

Speaker speaker_2: 0213.

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

Speaker speaker_2: April Ross, R-O-S-S.

Speaker speaker_0: Okay. Give me just a few seconds... Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: It's 1116 1/2 Lexington Ave., Mansfield, Ohio. Uh, what's the zip code?

Speaker speaker_1: 44907.

Speaker speaker_2: 44907 and my birthday is 8/19/89.

Speaker speaker_0: And then phone number 740-909-9590?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. And then email is april.adore89@gmail.com?

Speaker speaker_2: Correct.

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

Speaker speaker_2: Yes.

Speaker speaker_0: All right. I will go ahead and take care of that for you. Do you need help with anything else?

Speaker speaker_2: No, not at all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.