

Transcript: VICTORIA

Taylor-5923348154204160-5828253350412288

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. My name is Pamela Edwards and they're calling me because they're saying I don't, I don't want their checks made or they'll be filling out my check. I don't want that. Okay, so you're wanting to opt out of the auto enrollment? Yes, ma'am. What's an au- What's, what's, what is it? This is for medical insurance. Yes, I know. Okay. What's the name of the agency you work for? Sagan, Sagan, Sagan something like that. Something- Serge? Yeah, Serge. Hi. And the last four of your social? 8015. Okay. And your first and last name? Pamela Elwood. Okay. If you will verify your address and date of birth. 436 10 London Lane, in South Carolina, 29625. And the date of birth, 9/6/77. Okay, so it looks like I have 419 South Jefferson Avenue. Oh, yeah, yeah, yeah, yeah, up there by the... Yes, yes. You're right. My number 470-660-9935. Correct. And then email is edwardspamela77@gmail, uh, @gmail.com. Yes, ma'am. All right. I will go ahead and decline it on my end and you're good to go from here. Okay. Thank you, ma'am. You're welcome. Bye-bye. Have a good one.

Conversation Format

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

Speaker speaker_1: Hey, Victoria. My name is Pamela Edwards and they're calling me because they're saying I don't, I don't want their checks made or they'll be filling out my check. I don't want that.

Speaker speaker_0: Okay, so you're wanting to opt out of the auto enrollment?

Speaker speaker_1: Yes, ma'am. What's an au- What's, what's, what is it?

Speaker speaker_0: This is for medical insurance.

Speaker speaker_1: Yes, I know.

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

Speaker speaker_1: Sagan, Sagan, Sagan something like that. Something-

Speaker speaker_0: Serge?

Speaker speaker_1: Yeah, Serge. Hi.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8015.

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

Speaker speaker_1: Pamela Elwood.

Speaker speaker_0: Okay. If you will verify your address and date of birth.

Speaker speaker_1: 436 10 London Lane, in South Carolina, 29625. And the date of birth, 9/6/77.

Speaker speaker_0: Okay, so it looks like I have 419 South Jefferson Avenue.

Speaker speaker_1: Oh, yeah, yeah, yeah, yeah, up there by the... Yes, yes. You're right.

Speaker speaker_0: My number 470-660-9935.

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is edwardspamela77@gmail, uh, @gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I will go ahead and decline it on my end and you're good to go from here.

Speaker speaker_1: Okay. Thank you, ma'am.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Have a good one.