

Transcript: VICTORIA

Taylor-5959693902594048-4692090995392512

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? Yeah, I just wanna call and cancel the benefits. Uh- Okay. ... they told me, they told me that it was automatic through Surge. Okay. What's the last four of your Social? 5076. And, uh, your first and last name? Joseph Shaver. S-H-A-V-E-R. Okay. Have you received your first paycheck yet? I have not. Okay. So I need to make a file for you in our system and then once I get it made, I'll be able to go in and decline it. Okay. Yeah, today was my first day. Gotcha. Um, you said you spell your last name S-H-A-V-E-R? Yes. Then what is your full Social? 297-82-5076. And your date of birth? 10/25/82. And, uh, your mailing address? 3170 Thornton Street Northwest, Apartment 6. The city, state and ZIP code? North Canton, Ohio 44720. Okay. So I have 3170, uh, Thornton Street Northwest, Apartment 6, uh, North Canton, Ohio 44720? Yes. Okay. And then phone number is the same one you're calling from? Yes. Okay. And then do you have a good email? Uh, samshaver13@gmail.com. Okay. Uh, give me just a few seconds... Alrighty. So I got your file made and I'm declining coverage now, so you should be good to go from here. Um, now you might still get, like, a text message in the next one to two weeks just advising of the auto-enrollment, but since we're declining today, you don't have to call back. Okay. Did you need help- That's all. ... with anything else? No. I should, I shouldn't see anything taken out of my check or anything? No, sir. I made your file, declined it for you. Okay. All right. Well, thank you very much. You're welcome. Have a wonderful day. 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: Yeah, I just wanna call and cancel the benefits. Uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... they told me, they told me that it was automatic through Surge.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 5076.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Joseph Shaver. S-H-A-V-E-R.

Speaker speaker_1: Okay. Have you received your first paycheck yet?

Speaker speaker_2: I have not.

Speaker speaker_1: Okay. So I need to make a file for you in our system and then once I get it made, I'll be able to go in and decline it.

Speaker speaker_2: Okay. Yeah, today was my first day.

Speaker speaker_1: Gotcha. Um, you said you spell your last name S-H-A-V-E-R?

Speaker speaker_2: Yes.

Speaker speaker_1: Then what is your full Social?

Speaker speaker_2: 297-82-5076.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10/25/82.

Speaker speaker_1: And, uh, your mailing address?

Speaker speaker_2: 3170 Thornton Street Northwest, Apartment 6.

Speaker speaker_1: The city, state and ZIP code?

Speaker speaker_2: North Canton, Ohio 44720.

Speaker speaker_1: Okay. So I have 3170, uh, Thornton Street Northwest, Apartment 6, uh, North Canton, Ohio 44720?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then phone number is the same one you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then do you have a good email?

Speaker speaker_2: Uh, samshaver13@gmail.com.

Speaker speaker_1: Okay. Uh, give me just a few seconds... Alrighty. So I got your file made and I'm declining coverage now, so you should be good to go from here. Um, now you might still get, like, a text message in the next one to two weeks just advising of the auto-enrollment, but since we're declining today, you don't have to call back.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you need help-

Speaker speaker_2: That's all.

Speaker speaker_1: ... with anything else?

Speaker speaker_2: No. I should, I shouldn't see anything taken out of my check or anything?

Speaker speaker_1: No, sir. I made your file, declined it for you.

Speaker speaker_2: Okay. All right. Well, thank you very much.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.