

## **Transcript: VICTORIA**

**Taylor-5977237366030336-5160985290653696**

### **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? Hi, Victoria. How are you? Good. How are you? I'm good. Um, so you guys... I work for Surge in, uh, Reno, Nevada. And you guys had sent me some messages and I deleted 'em, not knowing that I needed to do that to opt out. So, I just wanna know how I can do that so I can opt out. Okay. What's the last four of your Social? 5172. And your first and last name? Thomas. And the last name is spelled T as in Tom, O-E-W-S as in Sam. Okay. And do you mind verifying your address and date of birth? Uh, 18176 Kodiak Bear Court, Reno, Nevada 89508. And my date of birth is 02/09/'69. And then phone number 540-903-7069? 903-7069. Yep. Email is cccbaitso@yahoo.com? Correct. Okay. And you're wanting to decline coverage? Yes. Okay. Do you need help with anything else? No, ma'am. All righty. You have a wonderful day. You too. Bye-bye. Thank you. 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: Hi, Victoria. How are you?

Speaker speaker\_1: Good. How are you?

Speaker speaker\_2: I'm good. Um, so you guys... I work for Surge in, uh, Reno, Nevada. And you guys had sent me some messages and I deleted 'em, not knowing that I needed to do that to opt out. So, I just wanna know how I can do that so I can opt out.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 5172.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Thomas. And the last name is spelled T as in Tom, O-E-W-S as in Sam.

Speaker speaker\_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 18176 Kodiak Bear Court, Reno, Nevada 89508. And my date of birth is 02/09/'69.

Speaker speaker\_1: And then phone number 540-903-7069?

Speaker speaker\_2: 903-7069. Yep.

Speaker speaker\_1: Email is cccbaitso@yahoo.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. And you're wanting to decline coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Do you need help with anything else?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Thank you. Bye-bye.