

Transcript: VICTORIA

Taylor-6010368592756736-6746802375147520

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? Yes, ma'am. I was calling because I work for Megaforce and, um, I'm calling to opt out on their healthcare. They keep sending me a, um, a app, but I can't log on to it. It's making me do my job application Mm-hmm. ... over and over again and I don't have a car to go up there, though, to Megaforce, so I'm glad I got this phone call from y'all and I was trying to see can I do it over the phone? Okay. Yeah. You're wanting to decline the medical insurance? Yes. Yes, ma'am. What's the last four of your social? 4805. And your first and last name? Tasha Townsend. Okay. Do you mind verifying your address and date of birth? 10 Woodlawn Street, Lumberton, North Carolina, 28358, July the 3rd, 1976. Okay. Are you no longer at 905 North, uh, Elm Street? No. I've been moved from there. No, ma'am. I thought I updated my... I did update my application on my, on when I did my address, which was about three, three months ago. I don't know why they keep bringing it up. Okay. So it should be 10 Woodlawn Street? Yes, ma'am. What's the city and zip code? It's Lumberton, North Carolina. L-U-M-B-E-R-T-O-N, 28358. Okay. And then phone number 910-416-9589? Yes, ma'am. Okay. And I'm sorry, what was your date of birth? 7/3/76. All right. I'll go ahead and update the address so we have that updated and I'm declining the coverage now and you're good to go from here. Okay. Thank you so much. You're welcome. Bye-bye. All right. Have a good day. You too.

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: Yes, ma'am. I was calling because I work for Megaforce and, um, I'm calling to opt out on their healthcare. They keep sending me a, um, a app, but I can't log on to it. It's making me do my job application

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... over and over again and I don't have a car to go up there, though, to Megaforce, so I'm glad I got this phone call from y'all and I was trying to see can I do it over the phone?

Speaker speaker_1: Okay. Yeah. You're wanting to decline the medical insurance?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 4805.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Tasha Townsend.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 10 Woodlawn Street, Lumberton, North Carolina, 28358, July the 3rd, 1976.

Speaker speaker_1: Okay. Are you no longer at 905 North, uh, Elm Street?

Speaker speaker_2: No. I've been moved from there. No, ma'am. I thought I updated my... I did update my application on my, on when I did my address, which was about three, three months ago. I don't know why they keep bringing it up.

Speaker speaker_1: Okay. So it should be 10 Woodlawn Street?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: What's the city and zip code?

Speaker speaker_2: It's Lumberton, North Carolina. L-U-M-B-E-R-T-O-N, 28358.

Speaker speaker_1: Okay. And then phone number 910-416-9589?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And I'm sorry, what was your date of birth?

Speaker speaker_2: 7/3/76.

Speaker speaker_1: All right. I'll go ahead and update the address so we have that updated and I'm declining the coverage now and you're good to go from here.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: All right. Have a good day.

Speaker speaker_1: You too.