

## **Transcript: VICTORIA**

**Taylor-6029656297881600-5288207654633472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Hi, Matthew, you can go ahead with- Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hello, this is Sierra Matthews. Um, I'm employed through Surge Staffing and they told me that I needed to call you guys and cancel, um, or tell you guys I did not want the insurance before it came into effect. Okay. And I'm sorry, you said you're with Surge? Yeah, Surge Staffing. Okay. Uh, the, what's the last four of your Social? Uh, 5721. And your first and last name? Sierra Matthews. All right. Do you mind verifying your address and date of birth? Uh, 1/3 of 2000 and I believe it should be 749 Gordon Grove on there. Okay. Looks like, uh- In St. Mary, Ohio. Looks like I have 400 South, uh- Coleman in Knoxville. Yeah. Is that the most accurate address? Uh, that's my old address. Okay. Let me update that. What is the current one again? Uh, 749 Gordon Grove in St. Marys, Ohio. And what's the zip code for that area? Uh, 45885. 45885? Yeah. All right. Uh... All right. And then a phone number 419-733-320? Yep. And then email is just gonna be, uh, sierramatthews2000@Yahoo.com? Yes. Okay. And you're wanting to decline? Yes. Okay. All righty. I will go ahead and decline that. Did you need help with anything else? Nope, that's it. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. Hi, Matthew, you can go ahead with-

Speaker speaker\_2: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker\_1: Hello, this is Sierra Matthews. Um, I'm employed through Surge Staffing and they told me that I needed to call you guys and cancel, um, or tell you guys I did not want the insurance before it came into effect.

Speaker speaker\_2: Okay. And I'm sorry, you said you're with Surge?

Speaker speaker\_1: Yeah, Surge Staffing.

Speaker speaker\_2: Okay. Uh, the, what's the last four of your Social?

Speaker speaker\_1: Uh, 5721.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: Sierra Matthews.

Speaker speaker\_2: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 1/3 of 2000 and I believe it should be 749 Gordon Grove on there.

Speaker speaker\_2: Okay. Looks like, uh-

Speaker speaker\_1: In St. Mary, Ohio.

Speaker speaker\_2: Looks like I have 400 South, uh-

Speaker speaker\_1: Coleman in Knoxville.

Speaker speaker\_2: Yeah. Is that the most accurate address?

Speaker speaker\_1: Uh, that's my old address.

Speaker speaker\_2: Okay. Let me update that. What is the current one again?

Speaker speaker\_1: Uh, 749 Gordon Grove in St. Marys, Ohio.

Speaker speaker\_2: And what's the zip code for that area?

Speaker speaker\_1: Uh, 45885.

Speaker speaker\_2: 45885?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: All right. Uh... All right. And then a phone number 419-733-320?

Speaker speaker\_1: Yep.

Speaker speaker\_2: And then email is just gonna be, uh, sierramatthews2000@Yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. And you're wanting to decline?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All righty. I will go ahead and decline that. Did you need help with anything else?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_2: All righty. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_2: Thank you. Bye-bye.