

## **Transcript: VICTORIA**

**Taylor-6049405213818880-5111074422472704**

### **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? Uh, Victoria, um, I was calling in regards of a, uh, a voicemail that I had. Um, dated back in September. Um, uh, it was talking about getting rid of my, um, dental and, uh, what was it? You said something about, like, group something. Uh, and I thought I got rid of it, but I was just calling, um, to make sure it was taken off so it wouldn't come out of my check. Okay. Uh, what is the name of the agency you work for? Um, NASCO, uh, ISS in Nashville. And the last four of your Social? Zero, zero, seven, zero. And, uh, your first and last name. Uh, Dominic Husker. Okay. Do you mind verifying your address and date of birth? Um, the address that I might have on there might be, uh, 515 West Center Street. Um, but I do live in Carlisle now, and that one was in Nashville. Okay. Uh- And my date of birth is 15/2004. Okay. Yeah, I have 550 West Center Street. Uh, does that need to be updated? Uh, yeah. I, uh, I live in my own apartment. It's 2191 Franklin Street. You need the apartment number? Sure. 112... Okay. And then the city, state and ZIP code? Carlisle, Illinois, and I believe it's 62231, uh, the ZIP code for Carlisle. Let me look it up. Yeah, it looks like that's right. Yeah. There you go. All right. And then, let's see, phone number is gonna be 618-231-5309? Yep. And email is first initial, last name, 0915@gmail.com? Yep. Okay. Yeah, I don't see that you're currently enrolled into anything. Okay. Yeah, so I had a voicemail back in September. Um, I figured I took care of it, but I just wanted to call and, you know, double-check because I'm forgetful. Gotcha. No worries. Yeah, you're all good to go. I don't see that you're enrolled into anything. Sounds good as far as I need to know. All right. You have a wonderful day. You as well. 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: Uh, Victoria, um, I was calling in regards of a, uh, a voicemail that I had. Um, dated back in September. Um, uh, it was talking about getting rid of my, um, dental and, uh, what was it? You said something about, like, group something. Uh, and I thought I got rid of it, but I was just calling, um, to make sure it was taken off so it wouldn't come out of my check.

Speaker speaker\_1: Okay. Uh, what is the name of the agency you work for?

Speaker speaker\_2: Um, NASCO, uh, ISS in Nashville.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Zero, zero, seven, zero.

Speaker speaker\_1: And, uh, your first and last name.

Speaker speaker\_2: Uh, Dominic Husker.

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

Speaker speaker\_2: Um, the address that I might have on there might be, uh, 515 West Center Street. Um, but I do live in Carlisle now, and that one was in Nashville.

Speaker speaker\_1: Okay. Uh-

Speaker speaker\_2: And my date of birth is 15/2004.

Speaker speaker\_1: Okay. Yeah, I have 550 West Center Street. Uh, does that need to be updated?

Speaker speaker\_2: Uh, yeah. I, uh, I live in my own apartment. It's 2191 Franklin Street. You need the apartment number?

Speaker speaker\_1: Sure.

Speaker speaker\_2: 112...

Speaker speaker\_1: Okay. And then the city, state and ZIP code?

Speaker speaker\_2: Carlisle, Illinois, and I believe it's 62231, uh, the ZIP code for Carlisle. Let me look it up.

Speaker speaker\_1: Yeah, it looks like that's right.

Speaker speaker\_2: Yeah. There you go.

Speaker speaker\_1: All right. And then, let's see, phone number is gonna be 618-231-5309?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And email is first initial, last name, 0915@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Yeah, I don't see that you're currently enrolled into anything.

Speaker speaker\_2: Okay. Yeah, so I had a voicemail back in September. Um, I figured I took care of it, but I just wanted to call and, you know, double-check because I'm forgetful.

Speaker speaker\_1: Gotcha. No worries. Yeah, you're all good to go. I don't see that you're enrolled into anything.

Speaker speaker\_2: Sounds good as far as I need to know.

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

Speaker speaker\_2: You as well.

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