

## **Transcript: VICTORIA**

**Taylor-6082203728527360-6480333707984896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Card. This is Victoria. How can I help you? Uh, yeah, I just got a message that said, "Congrats on your job with Crown. You'll be opted into benefits within 30 days. Call BIC at," blah, blah, blah, net "to make changes before your window closes." Okay. Um, I believe Crown Staffing will automatically enroll you into one of the medical plans unless you opt out beforehand. Uh, yeah. I don't want, I don't want the medical plans they got. Okay. Let me pull up your file so I can decline it for you. What's the last four of your Social? 1641. And your first and last name? Montana Rose. Okay. Do you mind verifying your address and date of birth? 1110 East Main Street, Apartment 201, Lebanon, Ohio, 12/14/2003. Okay. And then phone number 513-214-4556? Yes, ma'am. And then email is first name, last initial, 2134 at gmail? Yes. Okay. I will go ahead and decline it and you should be good to go from here. All right. Thank you. You're welcome. Have a wonderful 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 Card. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yeah, I just got a message that said, "Congrats on your job with Crown. You'll be opted into benefits within 30 days. Call BIC at," blah, blah, blah, net "to make changes before your window closes."

Speaker speaker\_1: Okay. Um, I believe Crown Staffing will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker\_2: Uh, yeah. I don't want, I don't want the medical plans they got.

Speaker speaker\_1: Okay. Let me pull up your file so I can decline it for you. What's the last four of your Social?

Speaker speaker\_2: 1641.

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

Speaker speaker\_2: Montana Rose.

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

Speaker speaker\_2: 1110 East Main Street, Apartment 201, Lebanon, Ohio, 12/14/2003.

Speaker speaker\_1: Okay. And then phone number 513-214-4556?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is first name, last initial, 2134 at gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I will go ahead and decline it and you should be good to go from here.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Have a wonderful day.

Speaker speaker\_2: You too.