

Transcript: VICTORIA

Taylor-6202799829991424-6721955411181568

Full Transcript

Thank you for calling Benefits on a Curve. This is Victoria. How can I help you? Yeah, um, working under surge staffing, and I got a text message from y'all. What, what, what are, what are y'all? Are y'all insurance or pay card? This is for the medical insurance search. Yeah. I don't... Uh, you can opt me out of that. I already have medical insurance. Okay. I'll need to pull up your file so I can decline it. What's the last four of your Social? 4812. And your first and last name? Jon Monk. Is that J-O-H-N or J-O-N? J-O-H-N. Okay. Have you received your first check from them yet? Yep. Hey, for some reason, I'm not pulling you up. You said the last four is 4812? Yep. All right. How do you spell your last name? M-O-N-K. Okay. Do you mind verifying your address and date of birth? Hey, hang on real quick. Hang on. I got another call. Hang on.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Curve. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, um, working under surge staffing, and I got a text message from y'all. What, what, what are, what are y'all? Are y'all insurance or pay card?

Speaker speaker_0: This is for the medical insurance search.

Speaker speaker_1: Yeah. I don't... Uh, you can opt me out of that. I already have medical insurance.

Speaker speaker_0: Okay. I'll need to pull up your file so I can decline it. What's the last four of your Social?

Speaker speaker_1: 4812.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jon Monk.

Speaker speaker_0: Is that J-O-H-N or J-O-N?

Speaker speaker_1: J-O-H-N.

Speaker speaker_0: Okay. Have you received your first check from them yet?

Speaker speaker_1: Yep.

Speaker speaker_0: Hey, for some reason, I'm not pulling you up. You said the last four is 4812?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. How do you spell your last name?

Speaker speaker_1: M-O-N-K.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Hey, hang on real quick. Hang on. I got another call. Hang on.