

Transcript: VICTORIA

Taylor-6247847215022080-4834625958232064

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. Um, just calling because, um, I believe on Thursday I called you guys and, to, um, cancel my insurance. But I ju- I wanted to call you guys today to make sure that it was not canceled. So if you could, uh, if you could check or if you could transfer me to someone to, to check to see if it was, if we could un-cancel it, please. Okay. What's the name of the agency you work for? Uh, Verstella. And the last four of your Social? 6122. And your first and last name? Diego Prieto. Okay. Do you mind verifying your address and date of birth? Yes. Um, address is 4041 Sweet Surrender Court, Las Vegas, Nevada, or North Las Vegas, Nevada 89032. And date of birth is 12/9/95. Okay. Um, phone number 530-799-0636? That's correct. Email is gonna be first and last name 7313@gmail.com? Yep, that's correct. Okay. I can... So you're, so you're no longer wanting to cancel, correct? Yeah, that's correct. Okay. Let me see. All right. So I went ahead and undid the cancellation. Was there anything else you might need help with? Uh, no, that's all. Thank you very much. You're welcome. You have a wonderful day. You as well. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Victoria. Um, just calling because, um, I believe on Thursday I called you guys and, to, um, cancel my insurance. But I ju- I wanted to call you guys today to make sure that it was not canceled. So if you could, uh, if you could check or if you could transfer me to someone to, to check to see if it was, if we could un-cancel it, please.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Verstella.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6122.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Diego Prieto.

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

Speaker speaker_1: Yes. Um, address is 4041 Sweet Surrender Court, Las Vegas, Nevada, or North Las Vegas, Nevada 89032. And date of birth is 12/9/95.

Speaker speaker_0: Okay. Um, phone number 530-799-0636?

Speaker speaker_1: That's correct.

Speaker speaker_0: Email is gonna be first and last name 7313@gmail.com?

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: Okay. I can... So you're, so you're no longer wanting to cancel, correct?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Okay. Let me see. All right. So I went ahead and undid the cancellation. Was there anything else you might need help with?

Speaker speaker_1: Uh, no, that's all. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.