

Transcript: VICTORIA

Taylor-6311574094135296-5553390530248704

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I was calling about the benefits, but um... My job told me call this, this number here if I want to accept the benefits or decline. Okay. What's the name of the agency you work for? Um, Temp, uh, Temp Staffing. Okay. And the last four of your Social? Three, six, eight, two. You said three, six, eight, two? Yes, ma'am. Have you received your first check from them yet? Yes. I received my first check still in . Okay. For some reason we just don't have a file for you in the system. Are you wanting to decline coverage? Yes. I want to decline. Okay. So I just need to make a file for you and then I'll be able to decline it. Uh, what's your first and last name? Willie McCline. Is that W-I-L-L-E-Y? Or I-E? No. W- W-I-L-L-I-E, M-C-C-L-I-N-E. Okay, perfect. And then, uh, your full Social? My full Social is four, two, eight, seven, three, thirty six, eighty two. All right. Date of birth? Zero, five, two, two, nineteen ninety. And then your mailing address? WillieMcCline1919@gmail.com. So WillieMcCline1919 at gmail.com you said? No. 1992. Oh, okay. 1992 at gmail. Yes. And what is your actual, like, mailing address? Zero, three, three... I mean zero, I mean one, one, zero... One, zero, zero, three Hilton... Hilton Avenue, Greenwood, Mississippi, three, eight, nine, three, oh. All right. So one, zero, zero, three Hilton Avenue, Greenwood, Mississippi, three, eight, nine, three, zero... Three, eight, nine, three, zero? Three, eight... Yeah, three, eight, nine, three, zero. Yep. And then phone number is six, six, two, four, zero, eight, five, one, five, zero. Yes. Okay. Give me a few seconds. All righty. I got your file made and I declined the coverage so you are good to go from here. All right. Thanks. You're welcome. Did you need help with anything else? Yes, you are. Okay. You have a wonderful day.

Conversation Format

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

Speaker speaker_1: Yes, I was calling about the benefits, but um... My job told me call this, this number here if I want to accept the benefits or decline.

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

Speaker speaker_1: Um, Temp, uh, Temp Staffing.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Three, six, eight, two.

Speaker speaker_0: You said three, six, eight, two?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Yes. I received my first check still in

Speaker speaker_2: .

Speaker speaker_0: Okay. For some reason we just don't have a file for you in the system. Are you wanting to decline coverage?

Speaker speaker_1: Yes. I want to decline.

Speaker speaker_0: Okay. So I just need to make a file for you and then I'll be able to decline it. Uh, what's your first and last name?

Speaker speaker_1: Willie McCline.

Speaker speaker_0: Is that W-I-L-L-E-Y? Or I-E?

Speaker speaker_1: No. W- W-I-L-L-I-E, M-C-C-L-I-N-E.

Speaker speaker_0: Okay, perfect. And then, uh, your full Social?

Speaker speaker_1: My full Social is four, two, eight, seven, three, thirty six, eighty two.

Speaker speaker_0: All right. Date of birth?

Speaker speaker_1: Zero, five, two, two, nineteen ninety.

Speaker speaker_0: And then your mailing address?

Speaker speaker_1: WillieMcCline1919@gmail.com.

Speaker speaker_0: So WillieMcCline1919 at gmail.com you said?

Speaker speaker_1: No. 1992.

Speaker speaker_0: Oh, okay. 1992 at gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: And what is your actual, like, mailing address?

Speaker speaker_1: Zero, three, three... I mean zero, I mean one, one, zero... One, zero, zero, three Hilton... Hilton Avenue, Greenwood, Mississippi, three, eight, nine, three, oh.

Speaker speaker_0: All right. So one, zero, zero, three Hilton Avenue, Greenwood, Mississippi, three, eight, nine, three, zero... Three, eight, nine, three, zero?

Speaker speaker_1: Three, eight... Yeah, three, eight, nine, three, zero. Yep.

Speaker speaker_0: And then phone number is six, six, two, four, zero, eight, five, one, five, zero.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me a few seconds. All righty. I got your file made and I declined the coverage so you are good to go from here.

Speaker speaker_1: All right. Thanks.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Yes, you are.

Speaker speaker_0: Okay. You have a wonderful day.