

## **Transcript: VICTORIA**

**Taylor-6320284273426432-4521699340926976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accord. This is Victoria. How can I help you? Um, so someone called me from this number saying that I, um... I applied for dental coverage, and that is true, but I did not mean to apply for that. Like I didn't mean to request dental coverage. Okay. What's the name of the agency you work for? HSS Staffing Solutions? Okay. And the last four of your Social? 8536. And your first and last name? Tamika Smith. Okay. Uh, do you mind verifying your address and date of birth? 308 Coast Park Boulevard, Apartment C9. I was born July 31st, 2002. And on the address, the city is Nashville, state is Tennessee, zip code is 37? Yes. Your phone number is 516-359-4389? Repeat that? Your phone number is that 516-359-4389? Yes. Yes, yes, it is. Okay. And then email is smithtamika762@gmail.com. Yes. That's it. Okay. So you're not wanting the benefits, is that right? Yeah, I don't want them. I already have Medicaid. So I don't... I don't need them. Okay. All righty. I'll go ahead and make a note. Um, it looks like the benefits have already been declined. So you should be good to go from here. Okay. All right. Thank you. You're welcome. 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 Accord. This is Victoria. How can I help you?

Speaker speaker\_2: Um, so someone called me from this number saying that I, um... I applied for dental coverage, and that is true, but I did not mean to apply for that. Like I didn't mean to request dental coverage.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: HSS Staffing Solutions?

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

Speaker speaker\_2: 8536.

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

Speaker speaker\_2: Tamika Smith.

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

Speaker speaker\_2: 308 Coast Park Boulevard, Apartment C9. I was born July 31st, 2002.

Speaker speaker\_1: And on the address, the city is Nashville, state is Tennessee, zip code is 37?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Your phone number is 516-359-4389?

Speaker speaker\_2: Repeat that?

Speaker speaker\_1: Your phone number is that 516-359-4389?

Speaker speaker\_2: Yes. Yes, yes, it is.

Speaker speaker\_1: Okay. And then email is smithtamika762@gmail.com.

Speaker speaker\_2: Yes. That's it.

Speaker speaker\_1: Okay. So you're not wanting the benefits, is that right?

Speaker speaker\_2: Yeah, I don't want them. I already have Medicaid. So I don't... I don't need them.

Speaker speaker\_1: Okay. All righty. I'll go ahead and make a note. Um, it looks like the benefits have already been declined. So you should be good to go from here.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.