

## **Transcript: VICTORIA**

**Taylor-6502328993234944-6001863096451072**

### **Full Transcript**

Thank you for calling Benefits on Accord. This is Victoria. How can I help you? How you doing, Victoria? I am Chadricus. Uh, with TempStaff. I'm calling to cancel my, um, my benefits. My, um... I can't recall. Okay. Um, what's the last four of your Social? 7432. Okay, got you here. Do you mind verifying your address and date of birth? Yes, ma'am. Uh, date of birth 08/09/1995. Address 187 Reed Road, Camden, Mississippi. And the phone number is 769-972-6065? Yes, ma'am. And then email is gonna be your first name dot last initial at yahoo.com? Yes, ma'am. Okay. I don't see that you're enrolled into anything- Okay. ... and it looks like coverage has already b- been declined. All right. So you're good to go from here. Okay. It's like every time I logged in and tried to decline it, it just lo- logged me straight off. So I did not know, like, what that meant. Oh, that's interesting. I've, I've had a few people report they've been having issues declining online. So, it might be something just with the website, but it shows, shows it's been declined so you're good to go from here. Yes, ma'am. Thank you. You're welcome. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on Accord. This is Victoria. How can I help you?

Speaker speaker\_1: How you doing, Victoria? I am Chadricus. Uh, with TempStaff. I'm calling to cancel my, um, my benefits. My, um... I can't recall.

Speaker speaker\_0: Okay. Um, what's the last four of your Social?

Speaker speaker\_1: 7432.

Speaker speaker\_0: Okay, got you here. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes, ma'am. Uh, date of birth 08/09/1995. Address 187 Reed Road, Camden, Mississippi.

Speaker speaker\_0: And the phone number is 769-972-6065?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be your first name dot last initial at yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I don't see that you're enrolled into anything-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and it looks like coverage has already b- been declined.

Speaker speaker\_1: All right.

Speaker speaker\_0: So you're good to go from here.

Speaker speaker\_1: Okay. It's like every time I logged in and tried to decline it, it just logged me straight off. So I did not know, like, what that meant.

Speaker speaker\_0: Oh, that's interesting. I've, I've had a few people report they've been having issues declining online. So, it might be something just with the website, but it shows, shows it's been declined so you're good to go from here.

Speaker speaker\_1: Yes, ma'am. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.