

Transcript: VICTORIA

Taylor-6531220042727424-5836076230426624

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. My name is Elisha Grismore and I started with Carlson Staffing on last week, and I needed to opt out of the medical. Okay, gotcha. Um, have you received your first paycheck yet? Uh, no. It will be this week. Okay. So, I just need to make a file for you and then once I get a file made, I'll be able to go in and decline it. Okay. Um, how do you spell your first name? E-L-I-S-H-A. Gotcha. And then your last name? G-R-I-S-M-O-R-E. All right. And what is your full Social? 467-77-1750. And date of birth? 5-26-72. All right. And full mailing address? 8811 Sienna, S-I-E-N-N-A, Springs, it's two words, Boulevard, Apartment 425, Missouri City, Texas 77459. All right. Okay. And, uh, phone number is the same one you're calling from? Yes. And then lastly, what would be a good email? Um, it's my first name, last name, elishagrismore@yahoo.com. Okay. Give me just a few seconds. All right. So, I got your file made and I'm declining coverage now. Um, now you may get like a text message. Um, it's sent out to everybody. It's just a reminder about the open enrollment. Okay. Um, so since we're declining the coverage now- Mm-hmm. ... you don't have to call back and decline again, but you still might get that text message just letting you know about it. Okay. Yes, ma'am. Uh, was there anything else you might need help with? Nope, that's it for today. All right, perfect. You have a wonderful day. You too. Thank you. Thank you. Thank you. Bye. 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. My name is Elisha Grismore and I started with Carlson Staffing on last week, and I needed to opt out of the medical.

Speaker speaker_0: Okay, gotcha. Um, have you received your first paycheck yet?

Speaker speaker_1: Uh, no. It will be this week.

Speaker speaker_0: Okay. So, I just need to make a file for you and then once I get a file made, I'll be able to go in and decline it.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, how do you spell your first name?

Speaker speaker_1: E-L-I-S-H-A.

Speaker speaker_0: Gotcha. And then your last name?

Speaker speaker_1: G-R-I-S-M-O-R-E.

Speaker speaker_0: All right. And what is your full Social?

Speaker speaker_1: 467-77-1750.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 5-26-72.

Speaker speaker_0: All right. And full mailing address?

Speaker speaker_1: 8811 Sienna, S-I-E-N-N-A, Springs, it's two words, Boulevard, Apartment 425, Missouri City, Texas 77459.

Speaker speaker_0: All right. Okay. And, uh, phone number is the same one you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: And then lastly, what would be a good email?

Speaker speaker_1: Um, it's my first name, last name, elishagrimore@yahoo.com.

Speaker speaker_0: Okay. Give me just a few seconds. All right. So, I got your file made and I'm declining coverage now. Um, now you may get like a text message. Um, it's sent out to everybody. It's just a reminder about the open enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so since we're declining the coverage now-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you don't have to call back and decline again, but you still might get that text message just letting you know about it.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Uh, was there anything else you might need help with?

Speaker speaker_1: Nope, that's it for today.

Speaker speaker_0: All right, perfect. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Thank you. Bye.

Speaker speaker_1: Bye-bye.