

## **Transcript: VICTORIA**

**Taylor-6590216450260992-6540255176081408**

### **Full Transcript**

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Uh, uh, I work through Surge Staffing and I was wondering how can I decline the, uh, medical and stuff? Okay. Have you received your first paycheck yet? No. All right. I just need to make a file for you and then once I get it made, I'll be able to go in and decline it. Okay. What is your first and last name? Andrew Arnold. And your full Social? 296-96-4286. And your date of birth? 07/04/94. Uh, phone number is gonna be the same one you're calling from, right? Yes. Okay. And then your mailing address. 50815 Marietta Road, Cumberland, Ohio, 43732. Hello? I'm still here. Good. Um, let's see. And then what is a good email? S-M-A-L-L-D-I 5@gmail.com. Okay. So, let me just make sure I got that right. S-M-A-L-L-D-I 5@gmail? Correct. Okay. Give me a few seconds. All right. And you are wanting to decline the auto enrollment, correct? Yeah. All right. So, you may get a text message reminder in the next one to two weeks. It's sent out to all new hires just reminding you of the auto enrollment. Since we went ahead and declined coverage, you don't have to call back and you're good to go from here. All righty. Thank you. Thank you. Have a good day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, uh, I work through Surge Staffing and I was wondering how can I decline the, uh, medical and stuff?

Speaker speaker\_0: Okay. Have you received your first paycheck yet?

Speaker speaker\_1: No.

Speaker speaker\_0: All right. I just need to make a file for you and then once I get it made, I'll be able to go in and decline it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What is your first and last name?

Speaker speaker\_1: Andrew Arnold.

Speaker speaker\_0: And your full Social?

Speaker speaker\_1: 296-96-4286.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07/04/'94.

Speaker speaker\_0: Uh, phone number is gonna be the same one you're calling from, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then your mailing address.

Speaker speaker\_1: 50815 Marietta Road, Cumberland, Ohio, 43732. Hello?

Speaker speaker\_0: I'm still here.

Speaker speaker\_1: Good.

Speaker speaker\_0: Um, let's see. And then what is a good email?

Speaker speaker\_1: S-M-A-L-L-D-I 5@gmail.com.

Speaker speaker\_0: Okay. So, let me just make sure I got that right. S-M-A-L-L-D-I 5@gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Give me a few seconds. All right. And you are wanting to decline the auto enrollment, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. So, you may get a text message reminder in the next one to two weeks. It's sent out to all new hires just reminding you of the auto enrollment. Since we went ahead and declined coverage, you don't have to call back and you're good to go from here.

Speaker speaker\_1: All righty. Thank you.

Speaker speaker\_0: Thank you. Have a good day.

Speaker speaker\_1: You too. Bye-bye.