

## **Transcript: VICTORIA**

**Taylor-6638984704606208-6161688948424704**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hello, Victoria. My name's Joseph Barbee. Um, I just started a job through, uh, American Staffing Corp at Zebco, and, um, I guess they, uh, they set up some kind of insurance thing or something through the company and, uh, I'm trying to call to cancel that insurance because I already have insurance. Okay. Um, have you received your first check yet? Uh, no, ma'am. Okay. Uh- Just started today. Okay. Um, and what is your first and last name again? Uh, Joseph Barbee. B-A-R-B-E-E. And your full social? Um, 44802 6546. Was the last four 6546? Yes, ma'am. Okay, and your date of birth? Oh, 1/16/92. And the phone number you're calling from, is that the best phone number for you? Yes, ma'am. Uh, 539-215-4795. Okay, and then your mailing address? 24103 South Highway 66 Trailer 99, Claremore, Oklahoma 74019. Okay and then lastly, what would be a good email for you? Um, it's Barbee like my last name, B-O-L-L-G-U-Y @gmail.com. All right, so your last name, and then did you say D-O-L-L-G-U-Y? Yes, ma'am. Okay. Yes, ma'am. BarbeeDollGuy. I got tired of, uh, people hacking into my emails. Had to make something creative. Gotcha. Yeah. And you are wanting to opt out of the, uh, auto-enrollment? Yes, ma'am, if I can. Okay. I'll ... Gotcha. I made your file and I'm declining coverage now, so you are good to go from here. Now, you might get a, like, a text message reminder. That is just sent out to all new hires. So, um, since we're declining coverage today, you don't have to call back, but you'll probably still get the, uh, reminder text. Awesome. Well, thank you so much ma'am, and I hope you have a lovely day. You too. Bye. Thank you. Don't work too hard, okay? Bye. I'll try not to. Yes, ma'am. 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: Uh, hello, Victoria. My name's Joseph Barbee. Um, I just started a job through, uh, American Staffing Corp at Zebco, and, um, I guess they, uh, they set up some kind of insurance thing or something through the company and, uh, I'm trying to call to cancel that insurance because I already have insurance.

Speaker speaker\_0: Okay. Um, have you received your first check yet?

Speaker speaker\_1: Uh, no, ma'am.

Speaker speaker\_0: Okay. Uh-

Speaker speaker\_1: Just started today.

Speaker speaker\_0: Okay. Um, and what is your first and last name again?

Speaker speaker\_1: Uh, Joseph Barbee. B-A-R-B-E-E.

Speaker speaker\_0: And your full social?

Speaker speaker\_1: Um, 44802 6546.

Speaker speaker\_0: Was the last four 6546?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, and your date of birth?

Speaker speaker\_1: Oh, 1/16/92.

Speaker speaker\_0: And the phone number you're calling from, is that the best phone number for you?

Speaker speaker\_1: Yes, ma'am. Uh, 539-215-4795.

Speaker speaker\_0: Okay, and then your mailing address?

Speaker speaker\_1: 24103 South Highway 66 Trailer 99, Claremore, Oklahoma 74019.

Speaker speaker\_0: Okay and then lastly, what would be a good email for you?

Speaker speaker\_1: Um, it's Barbee like my last name, B-O-L-L-G-U-Y @gmail.com.

Speaker speaker\_0: All right, so your last name, and then did you say D-O-L-L-G-U-Y?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes, ma'am. BarbeeDollGuy. I got tired of, uh, people hacking into my emails. Had to make something creative.

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And you are wanting to opt out of the, uh, auto-enrollment?

Speaker speaker\_1: Yes, ma'am, if I can.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'll ...

Speaker speaker\_0: Gotcha. I made your file and I'm declining coverage now, so you are good to go from here. Now, you might get a, like, a text message reminder. That is just sent out to all new hires. So, um, since we're declining coverage today, you don't have to call back, but you'll probably still get the, uh, reminder text.

Speaker speaker\_1: Awesome. Well, thank you so much ma'am, and I hope you have a lovely day.

Speaker speaker\_0: You too. Bye.

Speaker speaker\_1: Thank you. Don't work too hard, okay? Bye.

Speaker speaker\_0: I'll try not to.

Speaker speaker\_1: Yes, ma'am. Bye.