

Transcript: VICTORIA

Taylor-6704972091932672-5291773501161472

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I started a, um, with a company yesterday through a temp agency, um, and they gave me this number so that I could opt out some benefits. Okay. Have you received your first paycheck yet? No. Okay. What's the name of the agency you work for? It's Conecuh Sausage. Is that the name of the staffing agency? Oh, I'm so sorry, Surge. Sorry. Okay. Give me one second. And then, let's see. So I'm gonna need to make a file for you. Once I get it made, I'll be able to opt you out from there. Okay. What's your first and last name? Amanda Obert. Is that O-B-E-R-T? Uh, yes. B as in bravo. Okay. And your full Social? 563-95-9909. And then date of birth? 06/02/87. And then full mailing address. 3696 Cleveland Avenue in Casselberry, Alabama 36432. Great. And the phone number is the same one you're calling from? Yes. And then what would be a good email? It is N as in Nancy, A-N-I-E-R, S as in Sam, the number four, @gmail.com. Okay. All righty. So I got your file made and I'm declining coverage now. Um, now you may receive like a text message in the next couple of weeks. It's sent out to everybody, just reminding you of the auto-enrollment. But since we declined the coverage today, you don't have to worry about anything else from here. Okay. Yes, ma'am. Did you need help with anything else? No, that's all. Thank you so much. You're welcome. Have a good day. You as well. Thank you. Bye-bye. Mm-hmm. 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: Hi. Um, I started a, um, with a company yesterday through a temp agency, um, and they gave me this number so that I could opt out some benefits.

Speaker speaker_0: Okay. Have you received your first paycheck yet?

Speaker speaker_1: No.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: It's Conecuh Sausage.

Speaker speaker_0: Is that the name of the staffing agency?

Speaker speaker_1: Oh, I'm so sorry, Surge. Sorry.

Speaker speaker_0: Okay. Give me one second. And then, let's see. So I'm gonna need to make a file for you. Once I get it made, I'll be able to opt you out from there.

Speaker speaker_1: Okay.

Speaker speaker_0: What's your first and last name?

Speaker speaker_1: Amanda Obert.

Speaker speaker_0: Is that O-B-E-R-T?

Speaker speaker_1: Uh, yes. B as in bravo.

Speaker speaker_0: Okay. And your full Social?

Speaker speaker_1: 563-95-9909.

Speaker speaker_0: And then date of birth?

Speaker speaker_1: 06/02/87.

Speaker speaker_0: And then full mailing address.

Speaker speaker_1: 3696 Cleveland Avenue in Casselberry, Alabama 36432.

Speaker speaker_0: Great. And the phone number is the same one you're calling from?

Speaker speaker_1: Yes.

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

Speaker speaker_1: It is N as in Nancy, A-N-I-E-R, S as in Sam, the number four, @gmail.com.

Speaker speaker_0: Okay. All righty. So I got your file made and I'm declining coverage now. Um, now you may receive like a text message in the next couple of weeks. It's sent out to everybody, just reminding you of the auto-enrollment. But since we declined the coverage today, you don't have to worry about anything else from here.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker_1: No, that's all. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye.