

## **Transcript: VICTORIA**

**Taylor-6723063305125888-5324227756081152**

### **Full Transcript**

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Yes, ma'am. This is Larry Crane. Uh, I got hired on through temp service, and they told me to call this number before my first paycheck if I were to decline the insurance. Okay. Uh, what's the name of the agency you're working through? Uh, American Staff Corp out of Ardmore, Oklahoma. Okay. And the last four of your Social? 9165. Have you received your first check yet? No, ma'am. Okay. I just started... Uh, I've only worked two nights. Gotcha. So I just need to make a file for you, and then once I get it made, I'll be able to opt you out. Okay. You said it's American Staff Corp? Mm-hmm. Yes, ma'am. Okay. What's your full Social? 444-76-9165. Just to make sure I got that right, it's 444-76-9165? Yes, ma'am. And your date of birth? 9/25/66. And your mailing address? Uh... Hang on just a sec, I gotta grab it. Okay. It's a P.O. Box. Uh... Where the crap did I get it? I just moved here this... But I don't remember it. It's P.O. Box 562, Inoa, Oklahoma, 74036. All right. And lastly, do you have a good email? Uh, lawrence.crane66@gmail.com. And just to make sure I'm spelling your last name correct, is that C-R-A-N-E? Yes, ma'am. Okay. And then phone number is the same one you're calling from? Yes, ma'am. All right. Give me a few seconds. Mm-hmm. All righty. So I got your file made, and I'm declining coverage now, so you are good to go from here. Okay. Now, you may receive a text message reminder that's really sent out to all new hires with American Staff Corp- Yes, ma'am. ... just reminding you of the auto enrollment. Yes. Um, but since we're declining today, you don't have to call back. Okay. Was, uh, there anything else you needed help with? No, ma'am. That'd be it. You have a wonderful day. You too. Have a blessed day. Bye-bye. 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: Yes, ma'am. This is Larry Crane. Uh, I got hired on through temp service, and they told me to call this number before my first paycheck if I were to decline the insurance.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you're working through?

Speaker speaker\_1: Uh, American Staff Corp out of Ardmore, Oklahoma.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 9165.

Speaker speaker\_0: Have you received your first check yet?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I just started... Uh, I've only worked two nights.

Speaker speaker\_0: Gotcha. So I just need to make a file for you, and then once I get it made, I'll be able to opt you out.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You said it's American Staff Corp?

Speaker speaker\_1: Mm-hmm. Yes, ma'am.

Speaker speaker\_0: Okay. What's your full Social?

Speaker speaker\_1: 444-76-9165.

Speaker speaker\_0: Just to make sure I got that right, it's 444-76-9165?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9/25/'66.

Speaker speaker\_0: And your mailing address?

Speaker speaker\_1: Uh... Hang on just a sec, I gotta grab it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It's a P.O. Box. Uh... Where the crap did I get it? I just moved here this... But I don't remember it. It's P.O. Box 562, Inoa, Oklahoma, 74036.

Speaker speaker\_0: All right. And lastly, do you have a good email?

Speaker speaker\_1: Uh, lawrence.crane66@gmail.com.

Speaker speaker\_0: And just to make sure I'm spelling your last name correct, is that C-R-A-N-E?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then phone number is the same one you're calling from?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Give me a few seconds.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All righty. So I got your file made, and I'm declining coverage now, so you are good to go from here.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, you may receive a text message reminder that's really sent out to all new hires with American Staff Corp-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... just reminding you of the auto enrollment.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Um, but since we're declining today, you don't have to call back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was, uh, there anything else you needed help with?

Speaker speaker\_1: No, ma'am. That'd be it.

Speaker speaker\_0: You have a wonderful day.

Speaker speaker\_1: You too. Have a blessed day. Bye-bye.

Speaker speaker\_0: Bye-bye.