

## **Transcript: VICTORIA**

**Taylor-6724945868275712-5278516511555584**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name is Michael, Michael and, um, y'all sent a message on my phone, um, about some benefits or whatever. But, um, no you, I don't need it. I don't need any of it, okay? So. Okay. I'll need to pull up your file to decline it. What's the last four of your social and the name of your employer? Um, I'm not giving my Social Security number, period, okay? Because... But I didn't ask for it and I don't need it. Thank y'all but- Okay, sir. Thank y'all. So again, for me to decline it, I will have to pull that information up. If not, you'll need to speak with your employer and decline it with your employer. Okay, I'll talk to her tomorrow then, okay? Thank you. Have a blessed day. You're welcome. Bye 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: Yes, my name is Michael, Michael and, um, y'all sent a message on my phone, um, about some benefits or whatever. But, um, no you, I don't need it. I don't need any of it, okay? So.

Speaker speaker\_0: Okay. I'll need to pull up your file to decline it. What's the last four of your social and the name of your employer?

Speaker speaker\_1: Um, I'm not giving my Social Security number, period, okay? Because... But I didn't ask for it and I don't need it. Thank y'all but-

Speaker speaker\_0: Okay, sir.

Speaker speaker\_1: Thank y'all.

Speaker speaker\_0: So again, for me to decline it, I will have to pull that information up. If not, you'll need to speak with your employer and decline it with your employer.

Speaker speaker\_1: Okay, I'll talk to her tomorrow then, okay? Thank you. Have a blessed day.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Bye bye.

Speaker speaker\_0: Bye bye.