

## **Transcript: VICTORIA**

**Taylor-6749232170057728-4847813137580032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I would like to opt out. Um, I work for Surge. Um, I can give you my name and stuff. Okay. Uh, what's the last four of your Social? Five, five, eight, one, six... Eight, two, five, zero. Okay. And your first and last name? Steven Roy. All right. Do you mind verifying your address and date of birth? Yeah, it's 1317 Central Road, and that's in Elsmere. And then my date of birth is 7/8/64. Uh, phone number is 606-309-3633? Yes, ma'am. Okay. And email is first and last name 1964 at gmail? Yes. Okay. And you're wanting to decline? Yeah. Okay. Heck yeah. You don't make enough out of an agency. Gotcha. Go ahead and, uh, decline it for you, and you're good to go from here. All right, thank you. Have a great weekend. You too. Bye-bye. All right, bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yeah, I would like to opt out. Um, I work for Surge. Um, I can give you my name and stuff.

Speaker speaker\_1: Okay. Uh, what's the last four of your Social?

Speaker speaker\_2: Five, five, eight, one, six... Eight, two, five, zero.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Steven Roy.

Speaker speaker\_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah, it's 1317 Central Road, and that's in Elsmere. And then my date of birth is 7/8/64.

Speaker speaker\_1: Uh, phone number is 606-309-3633?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And email is first and last name 1964 at gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you're wanting to decline?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Heck yeah. You don't make enough out of an agency.

Speaker speaker\_1: Gotcha. Go ahead and, uh, decline it for you, and you're good to go from here.

Speaker speaker\_2: All right, thank you. Have a great weekend.

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

Speaker speaker\_2: All right, bye.