

## **Transcript: Justin**

**Mills-4559097837699072-6500246148136960**

### **Full Transcript**

This is- Did you know there's not a 14th and last- This is Justin. How can I help you today? Uh, yes, my name is Mybrisha Jones. I just got a message, um, saying that I was being enrolled. Like, I'm trying to see, like, what is this? The text message you received was congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance. Okay. Okay, uh, I wanna opt out. Okay. No worries. So Surge Staffing, what's the last four of your social? Uh, 1948. And what was your last name, Mybrisha? Jones. All right. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 823 Latham Road, Gwinnett Grove, Mississippi 39189. And confirm your date of birth? Uh, September 5th, 1993. And a good telephone number have a 769-270-3143. Yes. And the email have as your first and last name eight four at gmail? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? Um, no, that would be all, and thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: This is-

Speaker speaker\_1: Did you know there's not a 14th and last-

Speaker speaker\_2: This is Justin. How can I help you today?

Speaker speaker\_0: Uh, yes, my name is Mybrisha Jones. I just got a message, um, saying that I was being enrolled. Like, I'm trying to see, like, what is this?

Speaker speaker\_2: The text message you received was congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker\_0: Okay. Okay, uh, I wanna opt out.

Speaker speaker\_2: Okay. No worries. So Surge Staffing, what's the last four of your social?

Speaker speaker\_0: Uh, 1948.

Speaker speaker\_2: And what was your last name, Mybrisha?

Speaker speaker\_0: Jones.

Speaker speaker\_2: All right. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_0: Uh, 823 Latham Road, Gwinnett Grove, Mississippi 39189.

Speaker speaker\_2: And confirm your date of birth?

Speaker speaker\_0: Uh, September 5th, 1993.

Speaker speaker\_2: And a good telephone number have a 769-270-3143.

Speaker speaker\_0: Yes.

Speaker speaker\_2: And the email have as your first and last name eight four at gmail?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker\_0: Um, no, that would be all, and thank you.

Speaker speaker\_2: You're welcome. You have a great day, okay?

Speaker speaker\_0: You too.

Speaker speaker\_2: All right, bye-bye.