

## **Transcript: Justin**

**Mills-4698992647028736-6022279184465920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, I do not want the coverage. Okay, so you want to opt out of benefits? Yes, please. Okay. Uh, what's the staffing agency you work for? Uh, Surge. And the last four of your Social? 9887. And what was your first and last name? Wilmer Fowler. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Fowler? 159 Betzstone Drive, Apartment Seven, Mansfield, Ohio 44907. Looks like I have a different address on file. Huh? Looks like I have a different address on file. A different address? Yes, sir. How? Uh, what was the address you gave Surge Staffing? Uh, I just used my, uh, current address. Confirm your date of birth for me. February 12th, 1971. Okay, so the address we have on file is 611 Burn Street in Mansfield, Ohio. Oh, no, that, that was about five years ago. Okay, and what's the current address so I can go in and update it for you? 159 Betzstone Drive, and that's spelled B-E-T-Z-S-T-O-N-E Drive. Okay. Apartment Seven, Mansfield, Ohio 44907. 44907, okay. And a good telephone number you have is 419-565-9435. Yep, that's it. And the email address is chilesflower, fowler@msn.com? No, that's changed too. Here, what's a good email for you? My name, wilmerfowler@gmail. Okay. So I'll go ahead and opt you out, but is there anything else I could help you out with today, Wilmer? The winning Powerball numbers. Unfortunately, I don't have that information, sir. I wish. I know, right? Right. Well, You know what I mean? No, I didn't mean those other than that. You too. All, all right, bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yes, I do not want the coverage.

Speaker speaker\_1: Okay, so you want to opt out of benefits?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. Uh, what's the staffing agency you work for?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9887.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Wilmer Fowler.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code, Mr. Fowler?

Speaker speaker\_2: 159 Betzstone Drive, Apartment Seven, Mansfield, Ohio 44907.

Speaker speaker\_1: Looks like I have a different address on file.

Speaker speaker\_2: Huh?

Speaker speaker\_1: Looks like I have a different address on file.

Speaker speaker\_2: A different address?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: How?

Speaker speaker\_1: Uh, what was the address you gave Surge Staffing?

Speaker speaker\_2: Uh, I just used my, uh, current address.

Speaker speaker\_1: Confirm your date of birth for me.

Speaker speaker\_2: February 12th, 1971.

Speaker speaker\_1: Okay, so the address we have on file is 611 Burn Street in Mansfield, Ohio.

Speaker speaker\_2: Oh, no, that, that was about five years ago.

Speaker speaker\_1: Okay, and what's the current address so I can go in and update it for you?

Speaker speaker\_2: 159 Betzstone Drive, and that's spelled B-E-T-Z-S-T-O-N-E Drive.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Apartment Seven, Mansfield, Ohio 44907.

Speaker speaker\_1: 44907, okay. And a good telephone number you have is 419-565-9435. Yep, that's it. And the email address is chilesflower, fowler@msn.com?

Speaker speaker\_2: No, that's changed too.

Speaker speaker\_1: Here, what's a good email for you?

Speaker speaker\_2: My name, wilmerfowler@gmail.

Speaker speaker\_1: Okay. So I'll go ahead and opt you out, but is there anything else I could help you out with today, Wilmer?

Speaker speaker\_2: The winning Powerball numbers.

Speaker speaker\_1: Unfortunately, I don't have that information, sir. I wish.

Speaker speaker\_2: I know, right?

Speaker speaker\_1: Right. Well,

Speaker speaker\_3: You know what I mean?

Speaker speaker\_2: No, I didn't mean those other than that. You too.

Speaker speaker\_1: All, all right, bye.

Speaker speaker\_2: Bye.