

Transcript: Justin

Mills-4712489840852992-6228747782504448

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes, sir. I got a, uh, text message and, uh, from you guys, and I just- I don't know. I don't know what this is, like what it means, so I just figured I'd call the number. Yeah. Um, so that text message that you received was probably congratulating you on a job with Surge Staffing and letting you know- Yeah. ... you can 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. It's for health insurance. Oh, okay. And is, um- You have to pay for it? Uh, yes, sir. I believe it's \$15.68 a week, I believe. Oh, okay. Yeah, I- I don't want that. I already have insurance. No worries. I can opt you out of it. Um, so Surge Staffing. What's the last four of your Social? Uh, 3060. And what was your first and last name again? I'm sorry. Um, Anthony is the first name, and last name is Easley. E-A-S-L-E-Y. And for security purposes, could you verify your home address, including city, state and zip code, Anthony? Yeah. 818 Grafton Street, Parkersburg, West Virginia, 26101. And confirm your date of birth. 08/14/1987. And a good telephone number have is 772-521-4872. Yes, sir. And the email I have is tonymello007@gmail.com. Yes, sir. Okay, so I'll go ahead and opt you out. Is there anything less I could help you out with today? Um, no, sir. Awesome. Well, you have a wonderful day, okay? You too. Thank you, sir. You're welcome. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, sir. I got a, uh, text message and, uh, from you guys, and I just- I don't know. I don't know what this is, like what it means, so I just figured I'd call the number.

Speaker speaker_0: Yeah. Um, so that text message that you received was probably congratulating you on a job with Surge Staffing and letting you know-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you can 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. It's for health insurance.

Speaker speaker_1: Oh, okay. And is, um- You have to pay for it?

Speaker speaker_0: Uh, yes, sir. I believe it's \$15.68 a week, I believe.

Speaker speaker_1: Oh, okay. Yeah, I- I don't want that. I already have insurance.

Speaker speaker_0: No worries. I can opt you out of it. Um, so Surge Staffing. What's the last four of your Social?

Speaker speaker_1: Uh, 3060.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Um, Anthony is the first name, and last name is Easley. E-A-S-L-E-Y.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Anthony?

Speaker speaker_1: Yeah. 818 Grafton Street, Parkersburg, West Virginia, 26101.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 08/14/1987.

Speaker speaker_0: And a good telephone number have is 772-521-4872.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is tonymello007@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Is there anything less I could help you out with today?

Speaker speaker_1: Um, no, sir.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you, sir.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: All right. Bye-bye.