

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hey, I got a text message that said that I was gonna be auto-enrolled in something. I, I wanted to cancel that, whatever it was. Okay. What's the staffing agency you work for? Surge. And the last four of your social? 2884. And your first and last name? Ryan Ellis. And for security purposes, can you verify your home address, including city, state and zip code? 119 Middlewood Lane, Anderson, South Carolina 29621. And your date of birth? 4/21/82. And your telephone number has 864-221-4334? Yeah. And the email has rme9191 at gmail? Yeah. Okay. So let's see here. Uh, we had already done this one time, so I don't know why it's sending me anything else. I just wanna make sure I don't get signed up for nothing. Totally understand. So, like I was going to say, checking note history, I do see where you did call in on the 17th to, uh, speak to us regarding that. However, you have already been opted out. I mean, if you respond back STOP to the text messages, the text messages will stop. But... So, so it ain't going try to put me down for nothing else? Correct, because you've already been opted out. Yes, sir. Oh, well, that's what made it confusing 'cause it, it just sent me that text even after all that. Yes, sir. So that's a mass text message that Surge sends out to all of the employees. Um, but like I said, if you respond back STOP, the text messages will stop. Okay. Is there anything else I can assist you with today? All right. No, I... Oh, no, I just wanted to make sure. Okay. Well, you have a wonderful day, all right? All right. Thank you. You, too. Bye-bye. Okay. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker_1: Hey, I got a text message that said that I was gonna be auto-enrolled in something. I, I wanted to cancel that, whatever it was.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2884.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ryan Ellis.

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

Speaker speaker_1: 119 Middlewood Lane, Anderson, South Carolina 29621.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 4/21/82.

Speaker speaker_0: And your telephone number has 864-221-4334?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email has rme9191 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So let's see here.

Speaker speaker_1: Uh, we had already done this one time, so I don't know why it's sending me anything else. I just wanna make sure I don't get signed up for nothing.

Speaker speaker_0: Totally understand. So, like I was going to say, checking note history, I do see where you did call in on the 17th to, uh, speak to us regarding that. However, you have already been opted out. I mean, if you respond back STOP to the text messages, the text messages will stop.

Speaker speaker_1: But... So, so it ain't going try to put me down for nothing else?

Speaker speaker_0: Correct, because you've already been opted out. Yes, sir.

Speaker speaker_1: Oh, well, that's what made it confusing 'cause it, it just sent me that text even after all that.

Speaker speaker_0: Yes, sir. So that's a mass text message that Surge sends out to all of the employees. Um, but like I said, if you respond back STOP, the text messages will stop.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: All right. No, I... Oh, no, I just wanted to make sure.

Speaker speaker_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker_1: All right. Thank you. You, too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Okay. Bye.