

## **Transcript: Justin**

**Mills-4753012262649856-5381296868507648**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... card. This is Johnson's. How can I help you today? Yes, sir. I was calling to, uh, check on all of my benefits. Uh, I, I, I need a new pair of glasses that I'm trying to see, did it go through because I remember signing up. I work for Surge, um, Staffing. They told me to call this number. Okay, so Surge Staffing. What's the last four of your Social so I can pull your file for you? 9776. And your first and last name? Javais Jackson. And for security purposes, can you verify the home address, including city and ZIP Code? Yes. 1155 Brookville Road, Camden City. 394- 39046. No, no. Go there. Go- go over there? Mm-hmm. Hello? Hello. Hello? Hello?

### **Conversation Format**

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

Speaker speaker\_2: ... card. This is Johnson's. How can I help you today?

Speaker speaker\_3: Yes, sir. I was calling to, uh, check on all of my benefits. Uh, I, I, I need a new pair of glasses that I'm trying to see, did it go through because I remember signing up. I work for Surge, um, Staffing. They told me to call this number.

Speaker speaker\_2: Okay, so Surge Staffing. What's the last four of your Social so I can pull your file for you?

Speaker speaker\_3: 9776.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_3: Javais Jackson.

Speaker speaker\_2: And for security purposes, can you verify the home address, including city and ZIP Code?

Speaker speaker\_3: Yes. 1155 Brookville Road, Camden City. 394- 39046.

Speaker speaker\_1: No, no. Go there.

Speaker speaker\_3: Go- go over there?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_3: Hello?

Speaker speaker\_0: Hello.

Speaker speaker\_3: Hello? Hello?