

## **Transcript: Justin**

**Mills-4886016898154496-6516473423249408**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin Hawkin- Can I please speak to someone? Yes. Um, I received a text message about, um, my benefits, um, from Surge Staffing and, um, I need to remove that. Okay. So Surge Staffing, what's the last four of your social? 7043. And your first and last name? Michelle Graham. And for security purposes, can you verify your home address, including city, state and zip code, Michelle? Yes. It's 386 Sunset Circle and that's Forsyth 31029. And your date of birth? 11/5/72. And a good telephone number 678-480-9696. Yes. Um, that's right. The lady, when I was doin', um, you know, the application and all that, she couldn't, uh, get through to, you know, to take that off of there. Um, so she just told me, you know, to contact Benefits, but y'all sent me the text so, um... Okay. And the email I have is mtestgraham@gmail.com? That's correct. Okay. So I'll go ahead and opt you out of the benefits. Is there anything else I could assist you with today? No, that's it. Thank you so much. You're welcome. You have a great day, all right? You too, bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin Hawkin-

Speaker speaker\_1: Can I please speak to someone? Yes. Um, I received a text message about, um, my benefits, um, from Surge Staffing and, um, I need to remove that.

Speaker speaker\_0: Okay. So Surge Staffing, what's the last four of your social?

Speaker speaker\_1: 7043.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Michelle Graham.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Michelle?

Speaker speaker\_1: Yes. It's 386 Sunset Circle and that's Forsyth 31029.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 11/5/72.

Speaker speaker\_0: And a good telephone number 678-480-9696.

Speaker speaker\_1: Yes. Um, that's right. The lady, when I was doin', um, you know, the application and all that, she couldn't, uh, get through to, you know, to take that off of there. Um, so she just told me, you know, to contact Benefits, but y'all sent me the text so, um...

Speaker speaker\_0: Okay. And the email I have is mtestgraham@gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. So I'll go ahead and opt you out of the benefits. Is there anything else I could assist you with today?

Speaker speaker\_1: No, that's it. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, all right?

Speaker speaker\_1: You too, bye-bye.

Speaker speaker\_0: Bye-bye.