

Transcript: Justin

Mills-5017397204828160-6519891789561856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hello. Uh, my name is Shawna Stone and I just received a text message, um, about the benefits. Um, I opted out. I just want to make the call and verify that I'm opted out. Okay. What's the staffing agency you work for? Um, Surge. And the last four of your Social? 07604. And for security purposes, could you verify the home address, including city, state and zip code, Shawna? Uh, it is 250 East Huber Avenue, Lancaster, Ohio 43130. And confirm your date of birth? 2/13/1977. And a good telephone number has a 740-407-8995. Yep. And the email I have is shawna.stone.edwards@gmail. Yep. Okay. So looking at note history, I do see where you did call in on October 29th to opt out of the auto enrollment, so you have been opted out. All right. I just want to call and verify he did... the gentleman I spoke to, he said that you'll be getting a text message and I'm like, "All right, I just figured it would be the same day or the day after," and I just got it today. So, I was just calling to verify and thank you so much. You have a lovely day. You do the same, okay, Shawna? Uh-huh. Love you. 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 Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Uh, my name is Shawna Stone and I just received a text message, um, about the benefits. Um, I opted out. I just want to make the call and verify that I'm opted out.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Um, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 07604.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Shawna?

Speaker speaker_2: Uh, it is 250 East Huber Avenue, Lancaster, Ohio 43130.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 2/13/1977.

Speaker speaker_1: And a good telephone number has a 740-407-8995.

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is shawna.stone.edwards@gmail.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So looking at note history, I do see where you did call in on October 29th to opt out of the auto enrollment, so you have been opted out.

Speaker speaker_2: All right. I just want to call and verify he did... the gentleman I spoke to, he said that you'll be getting a text message and I'm like, "All right, I just figured it would be the same day or the day after," and I just got it today. So, I was just calling to verify and thank you so much. You have a lovely day.

Speaker speaker_1: You do the same, okay, Shawna?

Speaker speaker_2: Uh-huh. Love you.

Speaker speaker_1: Bye-bye.