

## **Transcript: Justin**

**Mills-5034912356712448-5049279559188480**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I'm trying to cancel the Benefits and a Card enroll. Okay. What's the staffing agency you work for? Oh, I uh had signed up for temp service, and they said call this number if I don't want to be enrolled in ... 'cause uh, they said they gonna enroll in it. Yeah. What's the staffing agency you work for? I don't know. I signed up for Surge. And you said you recently just started with them, correct? Yep, like last week. Okay. So in order for me to create a file in our system to opt you out of their benefits, I need your full Social. 42877-4287. And what was your first and last name? Marquis Howell. And your home address, including city, state, and ZIP code. Um, hold up real quick. 996 League Gate, Memphis, 38116. And your date of birth? August 7, 1994. And a good telephone number has a 662-833-9212? Yes, sir. And do you have a good email? marquishowe48@gmail.com. ... 48 at gmail. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Marquis? Uh, no, sir. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? All right. You, too. Thank 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 Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, I'm trying to cancel the Benefits and a Card enroll.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Oh, I uh had signed up for temp service, and they said call this number if I don't want to be enrolled in ... 'cause uh, they said they gonna enroll in it.

Speaker speaker\_1: Yeah. What's the staffing agency you work for?

Speaker speaker\_2: I don't know. I signed up for Surge.

Speaker speaker\_1: And you said you recently just started with them, correct?

Speaker speaker\_2: Yep, like last week.

Speaker speaker\_1: Okay. So in order for me to create a file in our system to opt you out of their benefits, I need your full Social.

Speaker speaker\_2: 42877-4287.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Marquis Howell.

Speaker speaker\_1: And your home address, including city, state, and ZIP code.

Speaker speaker\_2: Um, hold up real quick. 996 League Gate, Memphis, 38116.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: August 7, 1994.

Speaker speaker\_1: And a good telephone number has a 662-833-9212?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: marquishowe48@gmail.com.

Speaker speaker\_1: ... 48 at gmail. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Marquis?

Speaker speaker\_2: Uh, no, sir.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker\_2: All right. You, too.

Speaker speaker\_1: Thank you. Bye-bye.