

## **Transcript: Justin**

**Mills-5164727640309760-4837620884226048**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yeah, um, I was told that if I didn't want the insurance, I could call and cancel before my first paycheck. Yeah. What's the staffing agency you work for? Surge. And the last four of your social? 8948. And what's your first and last name? Julie Daw, D-A-W. Okay. And did you recently just start with Surge Staffing? Yes, mm-hmm. Okay, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create a file- How do I opt out? ... in your system to opt you out of their benefits, I need your full social. Okay. It's 299-66-8948. Okay, okay. And your home address, including city, state, and ZIP code. It's, uh, 6520 Lookout Drive, Nashport, Ohio 43830. And your date of birth? July 7th, 1969. And a good telephone number. Have a 740-586-9397? Yes. Uh-huh. And do you have a good email? Uh, dawjulie@yahoo.com. At Yahoo. Okay. So, I'll go ahead and opt you out, but is there anything else I could help you out with today, Julie? No, that was it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah, um, I was told that if I didn't want the insurance, I could call and cancel before my first paycheck.

Speaker speaker\_0: Yeah. 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: 8948.

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

Speaker speaker\_1: Julie Daw, D-A-W.

Speaker speaker\_0: Okay. And did you recently just start with Surge Staffing?

Speaker speaker\_1: Yes, mm-hmm.

Speaker speaker\_0: Okay, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create a file-

Speaker speaker\_1: How do I opt out?

Speaker speaker\_0: ... in your system to opt you out of their benefits, I need your full social.

Speaker speaker\_1: Okay. It's 299-66-8948.

Speaker speaker\_0: Okay, okay. And your home address, including city, state, and ZIP code.

Speaker speaker\_1: It's, uh, 6520 Lookout Drive, Nashport, Ohio 43830.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: July 7th, 1969.

Speaker speaker\_0: And a good telephone number. Have a 740-586-9397?

Speaker speaker\_1: Yes. Uh-huh.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Uh, dawjulie@yahoo.com.

Speaker speaker\_0: At Yahoo. Okay. So, I'll go ahead and opt you out, but is there anything else I could help you out with today, Julie?

Speaker speaker\_1: No, that was it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.