

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Uh, yes, my name's Catrina Thomas. I work, I work through WorkSmart, and I was calling to decline the insurance because I already have insurance. Okay. So WorkSmart, what's the last four of your social? 1590. 1590. Okay. And did you recently just start with, um, WorkSmart? Yeah, I just started last, uh, Wednesday. Okay. 'Cause I wasn't seeing your file in our system just yet, so in order for me to create the file in our system to opt you out of their benefits, I need your full social. 248-39-1590. Yeah. And just to confirm, 248-39-1590? Uh-huh. Okay. And you said Trina Thompson or Thomas? Thomas, mm-hmm. Okay. And your home address, including city, state and zip code. 105 4th Street, Greenwood, South Carolina, 29646. And confirm your date of birth. 04/29/77. Okay. And a good telephone number have is 344-4361. Yes. And do you have a good email by any chance? It's catrinalthomas5@gmail.com. Gmail. You said Katrina or Trina? Catrina. F-A-T-R-I-N-A. Catrina, okay. There we go. Uh-huh. Just wanted to confirm. So I'll go ahead and opt you out, but is there anything else I can help you out with today, Ms. Thomas? Uh, I think that's it. Awesome. You have a wonderful day, okay? All right. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes, my name's Catrina Thomas. I work, I work through WorkSmart, and I was calling to decline the insurance because I already have insurance.

Speaker speaker_0: Okay. So WorkSmart, what's the last four of your social?

Speaker speaker_1: 1590.

Speaker speaker_0: 1590. Okay. And did you recently just start with, um, WorkSmart?

Speaker speaker_1: Yeah, I just started last, uh, Wednesday.

Speaker speaker_0: Okay. 'Cause I wasn't seeing your file in our system just yet, so in order for me to create the file in our system to opt you out of their benefits, I need your full social.

Speaker speaker_1: 248-39-1590.

Speaker speaker_0: Yeah. And just to confirm, 248-39-1590?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. And you said Trina Thompson or Thomas?

Speaker speaker_1: Thomas, mm-hmm.

Speaker speaker_0: Okay. And your home address, including city, state and zip code.

Speaker speaker_1: 105 4th Street, Greenwood, South Carolina, 29646.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 04/29/77.

Speaker speaker_0: Okay. And a good telephone number have is 344-4361.

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: It's catrinalthomas5@gmail.com.

Speaker speaker_0: Gmail. You said Katrina or Trina?

Speaker speaker_1: Catrina. F-A-T-R-I-N-A.

Speaker speaker_0: Catrina, okay. There we go.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Just wanted to confirm. So I'll go ahead and opt you out, but is there anything else I can help you out with today, Ms. Thomas?

Speaker speaker_1: Uh, I think that's it.

Speaker speaker_0: Awesome. You have a wonderful day, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.