

Transcript: Justin

Mills-5189024818577408-5736675393847296

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. How you doing? Doing pretty well, and yourself? Oh, not bad. My name is Roger Solomon. I work through Surge, and I got a text message saying something about... I don't know what the hell it was, but I just wanted to know, uh, if it's f- for insurance or something. It said I had 30 days to opt out or something. Yeah. So that text message you received was just a courtesy reminder from Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Yeah. I, I do not, I do not want it. Okay. No worries. Um, so Surge Staffing, what's the last four of your social? 0089. And for security purposes, can you verify your home address, including city, state and zip code, Roger? 11 Waterford Glen, Bucyrus, Ohio 44820. And confirm your date of birth for me. 03/01/66. And a good telephone number have as 740-262-1874. Yes, sir. And the email I have is rogersolomon at yahoo.com? Yes. Okay. So I'll go ahead and opt you out. Is there anything else I could assist you with today? Nope. I appreciate it. You're welcome. You have a great day, okay? You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. How you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: Oh, not bad. My name is Roger Solomon. I work through Surge, and I got a text message saying something about... I don't know what the hell it was, but I just wanted to know, uh, if it's f- for insurance or something. It said I had 30 days to opt out or something.

Speaker speaker_0: Yeah. So that text message you received was just a courtesy reminder from Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_1: Yeah. I, I do not, I do not want it.

Speaker speaker_0: Okay. No worries. Um, so Surge Staffing, what's the last four of your social?

Speaker speaker_1: 0089.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Roger?

Speaker speaker_1: 11 Waterford Glen, Bucyrus, Ohio 44820.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 03/01/66.

Speaker speaker_0: And a good telephone number have as 740-262-1874.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is rogersolomon at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker_1: Nope. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Thank you.

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