

Transcript: Justin

Mills-5204212284080128-6027774276354048

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? Oh, yeah, this is, uh, Lorenzo Johnson. I called to unenroll in the insurance thing. I see. You wanna opt out of benefits? Yes. Okay. What's that staffing agency you work for? Surge. And the last four of your Social? 6223. And your first and last name? Lorenzo Johnson. Lorenzo Johnson. And for security purposes, can you verify the home address, including city, state and zip code, Lorenzo? My home address is 601 Quail Ridge Road. 3... In the area code 36037. Looks like I have a different address on file. Huh? Looks like I have a different address on file. Oh, 8... Probably that 809 Winter Street. Okay. Is that a old address or a current address? It's a old address. Okay. What's that new address, so I can go ahead and update it for you? 601 Quail Ridge Road. City and state? Greenville, Alabama. And the zip code? 36037. Okay. And confirm your date of birth for me real quick? June 6, '22. One. And a good telephone number. I have is 334-492-2786. Yes. And do you have a good email by any chance? Uh, no. Okay. No worries. Um, so I'll go ahead and opt you out, but is there anything else I could help you out with today, Lorenzo? No, that's it. Awesome. Well, you have a wonderful day, okay? Uh, you too. All right, 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: Oh, yeah, this is, uh, Lorenzo Johnson. I called to unenroll in the insurance thing.

Speaker speaker_1: I see. You wanna opt out of benefits?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6223.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Lorenzo Johnson.

Speaker speaker_1: Lorenzo Johnson. And for security purposes, can you verify the home address, including city, state and zip code, Lorenzo?

Speaker speaker_2: My home address is 601 Quail Ridge Road. 3... In the area code 36037.

Speaker speaker_1: Looks like I have a different address on file.

Speaker speaker_2: Huh?

Speaker speaker_1: Looks like I have a different address on file.

Speaker speaker_2: Oh, 8... Probably that 809 Winter Street.

Speaker speaker_1: Okay. Is that a old address or a current address?

Speaker speaker_2: It's a old address.

Speaker speaker_1: Okay. What's that new address, so I can go ahead and update it for you?

Speaker speaker_2: 601 Quail Ridge Road.

Speaker speaker_1: City and state?

Speaker speaker_2: Greenville, Alabama.

Speaker speaker_1: And the zip code?

Speaker speaker_2: 36037.

Speaker speaker_1: Okay. And confirm your date of birth for me real quick?

Speaker speaker_2: June 6, '22. One.

Speaker speaker_1: And a good telephone number. I have is 334-492-2786.

Speaker speaker_2: Yes.

Speaker speaker_1: And do you have a good email by any chance?

Speaker speaker_2: Uh, no.

Speaker speaker_1: Okay. No worries. Um, so I'll go ahead and opt you out, but is there anything else I could help you out with today, Lorenzo?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Uh, you too.

Speaker speaker_1: All right, bye-bye.