

Transcript: Justin

Mills-5236808243691520-4587948903186432

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? Hi, Justin. Um, my name is Caressie Hardy. Um, so I called, uh, I had, I had a talk with Serge about my, the insurance and I wanna make sure that, um, I don't get taken out 'cause I already have insurance. I just wanna make, I wanna make sure, I wanna, I wanna withdraw it. Okay. 'Cause I didn't sign anything, but, um, so I'm calling just to make sure I don't get m- get taken out of my check - Okay. ... insurance. Okay, so Serge Staffing. What's the last four of your Social? Uh, 6522. And what was your first and last name again? I'm sorry. Oh, no, you're fine. Caressie Hardy. And you said you recently just started with Serge? Ah, yes, sir. Um, I just had an orientation yesterday and then today I, I, I start at ... Okay, 'cause I wasn't seeing your file in our system just yet, so in order for me to create a file for your benefits- Um, I had a ID number she gave me- ... I have to opt you out of their benefits. ... just in case, just in case you can't pull it up. She gave me the ID number. Uh- Okay. Well, I can't search by an ID number. I need your full Social to create you a file in our system- Okay, I'll, I'll type it in for you. ... and opt you out of their benefits. Yes, I will do it for you. 19621 6522. And will you spell your first and last name for me please? Caressie Hardy. C-A-R-E-S-S-I-E H-A-R-D-Y. And your home address, including city, state and zip code. Uh, 20188 Township Road 306 Coshocton, Ohio 43812. And your date of birth? February 25, 1996. And a good telephone number has a 740-552-8660. Uh, yes, sir. And do you have a good email? Uh, yes. CaessieB@gmail.com. At Gmail. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? Um, no. You're very helpful than the other one. You're welcome. You have a great day, okay? Yeah. And you too, sir. Thank you. Bye-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: Hi, Justin. Um, my name is Caressie Hardy. Um, so I called, uh, I had, I had a talk with Serge about my, the insurance and I wanna make sure that, um, I don't get taken out 'cause I already have insurance. I just wanna make, I wanna make sure, I wanna, I wanna withdraw it.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I didn't sign anything, but, um, so I'm calling just to make sure I don't get m- get taken out of my check -

Speaker speaker_1: Okay.

Speaker speaker_2: ... insurance.

Speaker speaker_1: Okay, so Serge Staffing. What's the last four of your Social?

Speaker speaker_2: Uh, 6522.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Oh, no, you're fine. Caressie Hardy.

Speaker speaker_1: And you said you recently just started with Serge?

Speaker speaker_2: Ah, yes, sir. Um, I just had an orientation yesterday and then today I, I, I, I start at ...

Speaker speaker_1: Okay, 'cause I wasn't seeing your file in our system just yet, so in order for me to create a file for your benefits-

Speaker speaker_2: Um, I had a ID number she gave me-

Speaker speaker_1: ... I have to opt you out of their benefits.

Speaker speaker_2: ... just in case, just in case you can't pull it up. She gave me the ID number. Uh-

Speaker speaker_1: Okay. Well, I can't search by an ID number. I need your full Social to create you a file in our system-

Speaker speaker_2: Okay, I'll, I'll type it in for you.

Speaker speaker_1: ... and opt you out of their benefits.

Speaker speaker_2: Yes, I will do it for you. 19621 6522.

Speaker speaker_1: And will you spell your first and last name for me please?

Speaker speaker_2: Caressie Hardy. C-A-R-E-S-S-I-E H-A-R-D-Y.

Speaker speaker_1: And your home address, including city, state and zip code.

Speaker speaker_2: Uh, 20188 Township Road 306 Coshocton, Ohio 43812.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: February 25, 1996.

Speaker speaker_1: And a good telephone number has a 740-552-8660.

Speaker speaker_2: Uh, yes, sir.

Speaker speaker_1: And do you have a good email?

Speaker speaker_2: Uh, yes. CaessieB@gmail.com.

Speaker speaker_1: At Gmail. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_2: Um, no. You're very helpful than the other one.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Yeah. And you too, sir. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.