

Transcript: Justin

Mills-5272876078645248-5548380329394176

Full Transcript

Thank you for calling Benefits InterCard. This is Justin. How can I help you today? Um, yes, I'm trying to fill my application out and I'm on page 22 and every time I get finished it keeps staying where the phone number at. Um, do you want to enroll in some benefits or do you want to opt out of benefits? Um, that's, it's about the insurance, do I want insurance and I put no and all that. They'll tell me I have, um, 17 questions and every time the phone number keeps staying up there. Okay. Uh, I mean, I can make sure you've, have been opted out. What's the staffing agency you work for? Um, awareness. I'm just trying to fill the application out. And the last four of your social? Uh, three. What you trying to do? Push me out or, or what? I'm, I don't want, I don't hate to start all the way over. I'm on page 22. Well, you stated you wanted to opt out of benefits, so I'm verifying if you've opted out of benefits. Uh, it's three, four, two, two. And your first and last name? Tee Chavers. Go right ahead, Will. And for security purposes can you verify your home address including city, state and zip code, Tee Chavers? I didn't quite hear you. What'd you say now? For security purposes can you verify your home address including city, state and zip code? Um, 816 Macau Road, Macon, Georgia, 31217. And your date of birth? 1/12/75. And a good telephone number has 478-239-8050? Yes. Do you have a good email? Yes. TeeChavers. But, uh, yeah, I don't want it to kick me all the way out. Is it going to kick me all the way out? Um, I'm verifying... Do you have a good email? I don't... You didn't finish the email, sir. Tee, Tee Chavers. T-E-E C-H-A-V-E-R-S. Uh, iCloud, Gmail, Yahoo? Gmail. Okay. Okay, so I'll go ahead and opt you out. Um, you have been opted out of insurance- No, no. I ain't... You being weird now? Out me out my insurance? I did, yes, sir. Okay. Okay then, so I can go through it now and it's good. Okay, thanks. You're welcome. Have a great day.

Conversation Format

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

Speaker speaker_1: Um, yes, I'm trying to fill my application out and I'm on page 22 and every time I get finished it keeps staying where the phone number at.

Speaker speaker_0: Um, do you want to enroll in some benefits or do you want to opt out of benefits?

Speaker speaker_1: Um, that's, it's about the insurance, do I want insurance and I put no and all that. They'll tell me I have, um, 17 questions and every time the phone number keeps

staying up there.

Speaker speaker_0: Okay. Uh, I mean, I can make sure you've, have been opted out. What's the staffing agency you work for?

Speaker speaker_1: Um, awareness. I'm just trying to fill the application out.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, three. What you trying to do? Push me out or, or what? I'm, I don't want, I don't hate to start all the way over. I'm on page 22.

Speaker speaker_0: Well, you stated you wanted to opt out of benefits, so I'm verifying if you've opted out of benefits.

Speaker speaker_1: Uh, it's three, four, two, two.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tee Chavers. Go right ahead, Will.

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

Speaker speaker_1: I didn't quite hear you. What'd you say now?

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

Speaker speaker_1: Um, 816 Macau Road, Macon, Georgia, 31217.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 1/12/75.

Speaker speaker_0: And a good telephone number has 478-239-8050?

Speaker speaker_1: Yes.

Speaker speaker_0: Do you have a good email?

Speaker speaker_1: Yes. TeeChavers. But, uh, yeah, I don't want it to kick me all the way out. Is it going to kick me all the way out?

Speaker speaker_0: Um, I'm verifying... Do you have a good email? I don't... You didn't finish the email, sir.

Speaker speaker_1: Tee, Tee Chavers. T-E-E C-H-A-V-E-R-S.

Speaker speaker_0: Uh, iCloud, Gmail, Yahoo?

Speaker speaker_1: Gmail.

Speaker speaker_0: Okay. Okay, so I'll go ahead and opt you out. Um, you have been opted out of insurance-

Speaker speaker_1: No, no. I ain't... You being weird now? Out me out my insurance?

Speaker speaker_0: I did, yes, sir.

Speaker speaker_1: Okay. Okay then, so I can go through it now and it's good. Okay, thanks.

Speaker speaker_0: You're welcome. Have a great day.