

## **Transcript: Justin**

**Mills-5443075462971392-6696090463420416**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Uh, yes, I just received a text message telling me that you guys are going to be enrolling me in the PEC for Surge. Um, yeah, so that text message- And I've got, uh... ... was from Surge Staffing regarding the auto enrollment. Um, Surge automatically enrolls, but you wanted to decline the coverage you said? Yes, I'd like to decline the coverage. I already have coverage. Okay. Okay, so Surge Staffing. What's the last four of your Social? Uh, 9030. And your first and last name? Jared, J-A-R-E-D Smith. And for security purposes, could you verify your home address, including city, state and zip code, Jared? 3465 Elm Street, Silver Springs, Nevada 89429. And your date of birth? 7/30/1983. And a good telephone number has a 702-374-2463. Yes, that is correct. And the email I have is jaredsmith9976@gmail? Yes, it is. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Nope, that was it. Awesome. Well, you have a wonderful day, okay? All right, thank you. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yes, I just received a text message telling me that you guys are going to be enrolling me in the PEC for Surge.

Speaker speaker\_0: Um, yeah, so that text message-

Speaker speaker\_1: And I've got, uh...

Speaker speaker\_0: ... was from Surge Staffing regarding the auto enrollment. Um, Surge automatically enrolls, but you wanted to decline the coverage you said?

Speaker speaker\_1: Yes, I'd like to decline the coverage. I already have coverage.

Speaker speaker\_0: Okay. Okay, so Surge Staffing. What's the last four of your Social?

Speaker speaker\_1: Uh, 9030.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jared, J-A-R-E-D Smith.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Jared?

Speaker speaker\_1: 3465 Elm Street, Silver Springs, Nevada 89429.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 7/30/1983.

Speaker speaker\_0: And a good telephone number has a 702-374-2463.

Speaker speaker\_1: Yes, that is correct.

Speaker speaker\_0: And the email I have is jaredsmith9976@gmail?

Speaker speaker\_1: Yes, it is.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: Nope, that was it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: All right, bye-bye.