

## **Transcript: Justin**

**Mills-5492582611992576-4728420453629952**

### **Full Transcript**

Thank you for calling Benefits and Card. This is Justin. How can I help you today? Hi. Yes, sir. I got a text message because I work with Surge Staffing, and I got a text message saying that I was gonna be enrolled in Max TelR- TellRx. Yes. And I'm supposed to- So the text message you received- Yes. Continue. Sorry. Um, to call this number to make changes before the window closes. Yeah. So that text message you received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance. Um, I would like to opt out of it. Okay. No worries. So Surge Staffing, what's the last four of your social security number? 6190. And your first and last name? Ariel Blanton. And for security purposes, can you verify your home address, including city, state and zip code? 1300 Jonah Lane, Ennis, Texas 75119. And your date of birth? 02-10-2002. And a good telephone number I have is 972-921-9097? Yes, sir. Yes, sir. And the email I have is mendoza.ariel2002@icloud? Yes, sir. Okay. I'll go ahead and opt you out. Is there anything else I could assist you with today? Uh, no. Awesome. Well, you have a wonderful day.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Yes, sir. I got a text message because I work with Surge Staffing, and I got a text message saying that I was gonna be enrolled in Max TelR- TellRx.

Speaker speaker\_0: Yes.

Speaker speaker\_1: And I'm supposed to-

Speaker speaker\_0: So the text message you received-

Speaker speaker\_1: Yes.

Speaker speaker\_0: Continue.

Speaker speaker\_1: Sorry. Um, to call this number to make changes before the window closes.

Speaker speaker\_0: Yeah. So that text message you received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker\_1: Um, I would like to opt out of it.

Speaker speaker\_0: Okay. No worries. So Surge Staffing, what's the last four of your social security number?

Speaker speaker\_1: 6190.

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

Speaker speaker\_1: Ariel Blanton.

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

Speaker speaker\_1: 1300 Jonah Lane, Ennis, Texas 75119.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 02-10-2002.

Speaker speaker\_0: And a good telephone number I have is 972-921-9097?

Speaker speaker\_1: Yes, sir. Yes, sir.

Speaker speaker\_0: And the email I have is mendoza.ariel2002@icloud?

Speaker speaker\_1: Yes, sir.

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

Speaker speaker\_1: Uh, no.

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