

## **Transcript: Justin**

**Mills-5575849982083072-6471454212276224**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, Sam. Thank you for calling Benefits and Encourage. This is Justin. How can I help you today? Hi, Justin. How are you? I'm doing pretty well. And yourself? I'm doing pretty good. Um, I was wondering, is this the number I call to opt out of, uh, medical insurance? Um, correct. What's the staffing agency you work for? Surge Staffing. And the last four of your Social? 1010. And what was your first and last name? Ileah Printup. Okay. And did you recently just start with Surge Staffing? Yes, about a week ago. Okay, 'cause there wasn't a single file in our system just yet, so in order for me to create the file in our system to opt you out of Surge's benefits, I need your full Social. Okay. Um, you, you ready? Yes, ma'am. It's 301-02-1010. Okay. And will you spell your first and last name for me, please? I-L-E-E-Y-A-H P-R-I-N-T-U-P. And your home address, including city, state and zip code. It's 1148 Homside Avenue, Cincinnati, Ohio 45224. Oh, 80 or 011? That's close. And the zip code one more time? I'm sorry. 45224. Is the vehicle still there or do I need to ask for a picture? Roger. And your date of birth? July 26, 1998. All right. If she's not there... And a good telephone number have is 513-413-5967. Okay. We'll reach out to her. And do you have a good email? Um, ileahprintup24@gmail.com. Okay. 10-4. 10-4, be advised. 1148 1010 is now de-stated. She now... Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? Stay assured that we take- No, thank you. ... this under- That was all. Awesome. Well, you have a wonderful day, okay? You, too. Thank you. All right, bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hello, Sam.

Speaker speaker\_3: Thank you for calling Benefits and Encourage. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. How are you?

Speaker speaker\_3: I'm doing pretty well. And yourself?

Speaker speaker\_1: I'm doing pretty good. Um, I was wondering, is this the number I call to opt out of, uh, medical insurance?

Speaker speaker\_3: Um, correct. What's the staffing agency you work for?

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_3: And the last four of your Social?

Speaker speaker\_1: 1010.

Speaker speaker\_3: And what was your first and last name?

Speaker speaker\_1: Ileah Printup.

Speaker speaker\_3: Okay. And did you recently just start with Surge Staffing?

Speaker speaker\_1: Yes, about a week ago.

Speaker speaker\_3: Okay, 'cause there wasn't a single file in our system just yet, so in order for me to create the file in our system to opt you out of Surge's benefits, I need your full Social.

Speaker speaker\_1: Okay. Um, you, you ready?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: It's 301-02-1010.

Speaker speaker\_3: Okay. And will you spell your first and last name for me, please?

Speaker speaker\_1: I-L-E-E-Y-A-H P-R-I-N-T-U-P.

Speaker speaker\_3: And your home address, including city, state and zip code.

Speaker speaker\_1: It's 1148 Homside Avenue, Cincinnati, Ohio 45224.

Speaker speaker\_0: Oh, 80 or 011? That's close.

Speaker speaker\_3: And the zip code one more time? I'm sorry.

Speaker speaker\_1: 45224.

Speaker speaker\_0: Is the vehicle still there

Speaker speaker\_4: or do I need to ask for a picture?

Speaker speaker\_3: Roger. And your date of birth?

Speaker speaker\_1: July 26, 1998.

Speaker speaker\_4: All right. If she's not there...

Speaker speaker\_3: And a good telephone number have is 513-413-5967.

Speaker speaker\_1: Okay.

Speaker speaker\_4: We'll reach out to her.

Speaker speaker\_3: And do you have a good email?

Speaker speaker\_1: Um, ileahprintup24@gmail.com.

Speaker speaker\_4: Okay. 10-4. 10-4, be advised. 1148 1010 is now de-stated.

Speaker speaker\_3: She now... Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker\_4: Stay assured that we take-

Speaker speaker\_1: No, thank you.

Speaker speaker\_4: ... this under-

Speaker speaker\_1: That was all.

Speaker speaker\_3: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You, too. Thank you.

Speaker speaker\_3: All right, bye-bye.

Speaker speaker\_1: Bye-bye.