

Transcript: Justin

Mills-5590122084352000-6557829420204032

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. My name is Renee Sereball, and I'm calling because, uh, there is a space on the Surge Staffing portal that says to call this number to opt out for medical. And I'm just calling to see if you can do that yet, or if we have to wait. Um, yeah, I can try opting you on Surge Staffing. What's the last four of your Social? 9363. You said Renee Serb- Sereball. Sereball, my apologies. Let's see here. That's okay. Did you recently just start with Surge Staffing? Yeah. I'm just filling out the second part of the application now. Okay. 'Cause I wasn't seeing your file in our system just yet. So, in order for me to create a file in our system to opt you out of Surge Staffing's benefits, I need your full Social. Okay. It's 137-86-9363. And just to confirm, 137-86-9363? Yeah. That's correct. And will you spell your last name for me, Renee? Sure. It's S as in Sam, E-R, B as in boy, A-L-L. And your home address, including city, state and ZIP code. Sure. It's 807, A as in apple, Fairfield Street, and that's in Mechanicsburg, Pennsylvania, 17055. And your date of birth? 5/26/83. And a good telephone number has 814-233-2243. Yes. That's correct. And do you have a good email by any chance? Yeah. It's rene, R-E-N-E, 5266@comcast.net. Comcast.net, okay. So, I'll go ahead and opt you out. Is there anything else I could assist you with today, Renee? No, sir. Can you, can you do me a favor though, and reconfirm that Social Security number? Um, yeah. Your, the Social was 137-86-9363, correct? Okay. That's correct, yeah. You just... It... The phone, like, did something weird, and I didn't get the middle part. So, I just wanted to make sure that was right. Okay. Well, I'll go ahead and opt you out. You have a wonderful day, okay, uh, Renee. Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. My name is Renee Sereball, and I'm calling because, uh, there is a space on the Surge Staffing portal that says to call this number to opt out for medical. And I'm just calling to see if you can do that yet, or if we have to wait.

Speaker speaker_0: Um, yeah, I can try opting you on Surge Staffing. What's the last four of your Social?

Speaker speaker_1: 9363.

Speaker speaker_0: You said Renee Serb-

Speaker speaker_1: Sereball.

Speaker speaker_0: Sereball, my apologies. Let's see here.

Speaker speaker_1: That's okay.

Speaker speaker_0: Did you recently just start with Surge Staffing?

Speaker speaker_1: Yeah. I'm just filling out the second part of the application now.

Speaker speaker_0: Okay. 'Cause I wasn't seeing your file in our system just yet. So, in order for me to create a file in our system to opt you out of Surge Staffing's benefits, I need your full Social.

Speaker speaker_1: Okay. It's 137-86-9363.

Speaker speaker_0: And just to confirm, 137-86-9363?

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_0: And will you spell your last name for me, Renee?

Speaker speaker_1: Sure. It's S as in Sam, E-R, B as in boy, A-L-L.

Speaker speaker_0: And your home address, including city, state and ZIP code.

Speaker speaker_1: Sure. It's 807, A as in apple, Fairfield Street, and that's in Mechanicsburg, Pennsylvania, 17055.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5/26/83.

Speaker speaker_0: And a good telephone number has 814-233-2243.

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: Yeah. It's rene, R-E-N-E, 5266@comcast.net.

Speaker speaker_0: Comcast.net, okay. So, I'll go ahead and opt you out. Is there anything else I could assist you with today, Renee?

Speaker speaker_1: No, sir. Can you, can you do me a favor though, and reconfirm that Social Security number?

Speaker speaker_0: Um, yeah. Your, the Social was 137-86-9363, correct?

Speaker speaker_1: Okay. That's correct, yeah. You just... It... The phone, like, did something weird, and I didn't get the middle part. So, I just wanted to make sure that was right.

Speaker speaker_0: Okay. Well, I'll go ahead and opt you out. You have a wonderful day, okay, uh, Renee.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.