

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Uh, yeah, I'm calling... I was just, uh, recently, uh, employed through an agency, um, and I'm calling regarding the, the benefit, uh- Okay. ... and a card, I guess, is what it's called. Yes. Do you want to enroll in the benefits offered through your employer? Uh, yeah. Well, I wanted to know... I want... I didn't... wasn't certain what the cost is. Is that something- Um- ... that you could tell me? Yeah, I can email you a, a benefit guide, uh, which shows what's all offered and how much the insurance carrier will pay, what's covered, what's not covered, all of that stuff. Oh, okay. Yeah. I mean, I, I, I have that but it was still a bit- ... uh, con- confusing to me as far as... 'Cause I have a daughter as well and, uh, I was... yeah, I- I'm actually gonna decline to enroll- Okay. No worries. ... at this time. Okay. Um, what's the- So you can process that? Yeah. What's the staffing agency you work for? Uh, Surge. S-U-R-G-E. And the last four of your social? 1976. And what was your first and last name? Brian Michaels. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Brian? Yes. It's 600 Pine, P-I-N-E, Avenue, Aurora, Illinois, 60505. And confirm your date of birth for me? June 14, 1970. And a good telephone number have a 630-849-5325? That's correct. And the email address is bmichaels614@Yahoo.com? Also correct. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Uh, no, that's it, Justin. Thank you. You're welcome. You have a great weekend, okay? You do the same. Okay. Bye-bye. Thank you. Goodbye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Uh, yeah, I'm calling... I was just, uh, recently, uh, employed through an agency, um, and I'm calling regarding the, the benefit, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and a card, I guess, is what it's called.

Speaker speaker_0: Yes. Do you want to enroll in the benefits offered through your employer?

Speaker speaker_1: Uh, yeah. Well, I wanted to know... I want... I didn't... wasn't certain what the cost is. Is that something-

Speaker speaker_0: Um-

Speaker speaker_1: ... that you could tell me?

Speaker speaker_0: Yeah, I can email you a, a benefit guide, uh, which shows what's all offered and how much the insurance carrier will pay, what's covered, what's not covered, all of that stuff.

Speaker speaker_1: Oh, okay. Yeah. I mean, I, I, I have that but it was still a bit- ... uh, confusing to me as far as... 'Cause I have a daughter as well and, uh, I was... yeah, I- I'm actually gonna decline to enroll-

Speaker speaker_0: Okay. No worries.

Speaker speaker_1: ... at this time.

Speaker speaker_0: Okay. Um, what's the-

Speaker speaker_1: So you can process that?

Speaker speaker_0: Yeah. What's the staffing agency you work for?

Speaker speaker_1: Uh, Surge. S-U-R-G-E.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1976.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Brian Michaels.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Brian?

Speaker speaker_1: Yes. It's 600 Pine, P-I-N-E, Avenue, Aurora, Illinois, 60505.

Speaker speaker_0: And confirm your date of birth for me?

Speaker speaker_1: June 14, 1970.

Speaker speaker_0: And a good telephone number have a 630-849-5325?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email address is bmichaels614@Yahoo.com?

Speaker speaker_1: Also correct.

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: Uh, no, that's it, Justin. Thank you.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: You do the same. Okay. Bye-bye.

Speaker speaker_0: Thank you. Goodbye.