

## **Transcript: Justin**

**Mills-5751656773632000-5342543975596032**

### **Full Transcript**

Thank you for calling Benefits ... This is Justin. How can I help you today? Hi. I was just calling... Uh, I work for Surge. I just got a new job through Surge, and I was, before, paying for benefits through the card, but I wanted to opt out of the service there. Okay. So, Surge Staffing, what's the last four of your social? Um, two, one, nine, six. And your first and last name? Um, Broderick Lee. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Broderick? Yeah. 1008 James Road, Lancaster, Ohio, 43130. Okay. And your date of birth? Uh, 4/9/1990. And a good telephone number have as 740-764-2536. Yep. And the email I have is beaulee425@Gmail? Yep. Okay. So, looking at the file, it looks like you're court ordered to have medical for employee plus child. Um, so unfortunately I wouldn't be able to cancel this coverage or opt you out unless we receive a termination letter from the court stating that we can. Okay. Okay. Um, how... That's, that's fine. Um, how much is it that I'm paying for this insurance? Um, 0- You said for the comp- Yeah. So, for your total premium for the VIP Standard and the MBC TeleRX for em- e- for employee plus child's, \$49.64 per week. Okay. It's \$50.00 a week? \$49.64. And I- Okay. And I ha- And I have to have it because I'm court ordered for my, my kid, basically? Correct. Okay. All right. Well, I was just curious how much it was and everything. I appreciate it. You're welcome. You have a great day, okay? All right. All right, bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. I was just calling... Uh, I work for Surge. I just got a new job through Surge, and I was, before, paying for benefits through the card, but I wanted to opt out of the service there.

Speaker speaker\_0: Okay. So, Surge Staffing, what's the last four of your social?

Speaker speaker\_1: Um, two, one, nine, six.

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

Speaker speaker\_1: Um, Broderick Lee.

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

Speaker speaker\_1: Yeah. 1008 James Road, Lancaster, Ohio, 43130.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: Uh, 4/9/1990.

Speaker speaker\_0: And a good telephone number have as 740-764-2536.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is beaulee425@Gmail?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So, looking at the file, it looks like you're court ordered to have medical for employee plus child. Um, so unfortunately I wouldn't be able to cancel this coverage or opt you out unless we receive a termination letter from the court stating that we can.

Speaker speaker\_1: Okay. Okay. Um, how... That's, that's fine. Um, how much is it that I'm paying for this insurance?

Speaker speaker\_0: Um, 0-

Speaker speaker\_1: You said for the comp-

Speaker speaker\_0: Yeah. So, for your total premium for the VIP Standard and the MBC TeleRX for em- e- for employee plus child's, \$49.64 per week.

Speaker speaker\_1: Okay. It's \$50.00 a week?

Speaker speaker\_0: \$49.64.

Speaker speaker\_1: And I- Okay. And I ha- And I have to have it because I'm court ordered for my, my kid, basically?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. All right. Well, I was just curious how much it was and everything. I appreciate it.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right. All right, bye.