

Transcript: Justin

Mills-5757655113056256-6225197199835136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, flip that. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah, this is, uh, Marco Moreno. Hello? I'm listening. How can I help you today? Yes, I wanted to plan all my benefits and have, um, my direct deposit. Um, so we only deal with health insurance here at Benefits and a Card. I can opt you out of benefits, but regarding de... direct deposit, I would reach out to your employer. Um, what's the staffing agency you work for? The Carlton Staffing. And the last four of your Social? Uh, 9201. And what was your first and last name? Uh, Marco Moreno. And for security purposes, can you verify your home address, including city and zip code, Marco? Oh, yeah, give me one sec. I just moved here, actually. Um, let me... Give me one second. Okay. Hey. It's, uh, 13110 Kirkerdale Road. Uh, zip code is 77090. And your date of birth? Uh, 07-25-1996. I think your telephone number I have is 832-503-0229. Yes, sir. That is correct. And the email I have is marcoamoreno196@gmail? Yes, sir. That is correct. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? That's it, sir. Thank you. You're welcome. You have a great weekend, okay? Thanks. All right, buh-bye. Sorry about that.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, flip that.

Speaker speaker_2: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yeah, this is, uh, Marco Moreno. Hello?

Speaker speaker_2: I'm listening. How can I help you today?

Speaker speaker_1: Yes, I wanted to plan all my benefits and have, um, my direct deposit.

Speaker speaker_2: Um, so we only deal with health insurance here at Benefits and a Card. I can opt you out of benefits, but regarding de... direct deposit, I would reach out to your employer. Um, what's the staffing agency you work for?

Speaker speaker_1: The Carlton Staffing.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: Uh, 9201.

Speaker speaker_2: And what was your first and last name?

Speaker speaker_1: Uh, Marco Moreno.

Speaker speaker_2: And for security purposes, can you verify your home address, including city and zip code, Marco?

Speaker speaker_1: Oh, yeah, give me one sec. I just moved here, actually. Um, let me... Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Hey. It's, uh, 13110 Kirkerdale Road. Uh, zip code is 77090.

Speaker speaker_2: And your date of birth?

Speaker speaker_1: Uh, 07-25-1996.

Speaker speaker_2: I think your telephone number I have is 832-503-0229.

Speaker speaker_1: Yes, sir. That is correct.

Speaker speaker_2: And the email I have is marcoamoreno196@gmail?

Speaker speaker_1: Yes, sir. That is correct.

Speaker speaker_2: Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_1: That's it, sir. Thank you.

Speaker speaker_2: You're welcome. You have a great weekend, okay?

Speaker speaker_1: Thanks.

Speaker speaker_2: All right, buh-bye.

Speaker speaker_1: Sorry about that.