

Transcript: Justin

Mills-5916810785636352-5909131384111104

Full Transcript

Thank you for calling Benefits In a Card. This is Justin. How can I help you today? Hey, I was wondering if I could, um, make changes to my insurance, I think, or my benefits. Let me check on that. What's the staffing agency you work for? Uh, for Surge. And the last four of your social? It's 0278. And what was your first and last name? It's Amy Cervantes Arellano. And for security purposes, can you verify your home address, including city, state and zip code, Amy? Yeah. It is 5404 Creek Ridge Lane, Apartment P, Raleigh, NC 27607. And your date of birth? It's 09-22-02. And a good telephone number has 919-614-2727. Yeah. And the email has your first and last name 13 at gmail? Yes. Okay. What changes did you want to make? I was wondering if I could, like, cancel it, or- Okay, uh- ... like not have any benefits. Yeah, I can opt you out of it. Um, because looking at the file, you haven't been opted into anything. Yeah. But I'll go ahead and opt you out of it just to be on the safe side. Um, is there anything- Okay. ... else I can assist you with today? Uh, that'd be all. Awesome. Well, you have a wonderful day, okay? All right. Thanks. You, too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, I was wondering if I could, um, make changes to my insurance, I think, or my benefits.

Speaker speaker_0: Let me check on that. What's the staffing agency you work for?

Speaker speaker_1: Uh, for Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 0278.

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

Speaker speaker_1: It's Amy Cervantes Arellano.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Amy?

Speaker speaker_1: Yeah. It is 5404 Creek Ridge Lane, Apartment P, Raleigh, NC 27607.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: It's 09-22-02.

Speaker speaker_0: And a good telephone number has 919-614-2727.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email has your first and last name 13 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What changes did you want to make?

Speaker speaker_1: I was wondering if I could, like, cancel it, or-

Speaker speaker_0: Okay, uh-

Speaker speaker_1: ... like not have any benefits.

Speaker speaker_0: Yeah, I can opt you out of it. Um, because looking at the file, you haven't been opted into anything.

Speaker speaker_1: Yeah.

Speaker speaker_0: But I'll go ahead and opt you out of it just to be on the safe side. Um, is there anything-

Speaker speaker_1: Okay.

Speaker speaker_0: ... else I can assist you with today?

Speaker speaker_1: Uh, that'd be all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. Thanks. You, too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.