

Transcript: Justin

Mills-6011396898865152-4831898618740736

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hi. I was just calling because, um... well, I'm calling on behalf of my mom. Um, she recently just got a job with Surge and she got a message about being auto-enrolled in, I believe it's like insurance through you guys. Um, and she already has a private insurance that she's paying for, so she won't be needing this one. Okay. Uh, is she nearby so I can speak with her? Yeah. She is, um, but she just kinda speaks Spanish. Okay. We have, we have Spanish-speaking agents if she wanted to speak to one of them. Um. 'Cause we need her consent to op- opt her out. Yeah. That's fine. Are you able to transfer me? Yeah. Um, bear with me one second, okay? Thank you. You're welcome.

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: Uh, hi. I was just calling because, um... well, I'm calling on behalf of my mom. Um, she recently just got a job with Surge and she got a message about being auto-enrolled in, I believe it's like insurance through you guys. Um, and she already has a private insurance that she's paying for, so she won't be needing this one.

Speaker speaker_0: Okay. Uh, is she nearby so I can speak with her?

Speaker speaker_1: Yeah. She is, um, but she just kinda speaks Spanish.

Speaker speaker_0: Okay. We have, we have Spanish-speaking agents if she wanted to speak to one of them.

Speaker speaker_1: Um.

Speaker speaker_0: 'Cause we need her consent to op- opt her out.

Speaker speaker_1: Yeah. That's fine. Are you able to transfer me?

Speaker speaker_0: Yeah. Um, bear with me one second, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.