

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, I was calling about that benefit I started for Surge. They said to call you. Uh, what do you guys take out of a person's check, first of all? Um, so us at Benefits in a Card, we're not the ones who take out of your paycheck. It's Surge who automatically enrolls their new hires into that medical plan. However, I believe it's \$16.80 per week. Oh. Well, I wanna cancel. I don't want it, so they said to call this number. No worries. So this is just to make sure. So it's just to make... 'Cause if I get hired in, I mean, I think I can wait 90 days and get their benefits. Okay, so Surge Staffing. What's the last four of your social? 2600... And your first and last name? Uh, Jack Harvey. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Harvey? Yeah, it's 816 Heritage Court, Apartment 4, in Bellefontaine, Ohio, 43311 is the zip. Looks like I have an address in, in Findlay, Ohio. Findlay, Ohio? No. I live in Bellefontaine Heritage Court. That's what I put down. I don't know what they got mixed up there. I was just in there last week on Wednesday, or Tuesday, filling out all my stuff. They might have mixed it up with the last address I might have had, but no, this is my address here. You can call it in. Yeah, confirm your full social for me. It's 28276 2600. Okay, so the address we had on file is 1200 Putnam Street, Apartment 35. No, shouldn't be. Okay, well, so the address is Well, I did... Well, well, actually I did... on Findlay. I did work at Surge in Findlay when I stayed there. I stayed in Findlay, I was only in Findlay seven months. You can switch that. I live, I've been in Heritage Court for the last three years, in Bellefontaine, not in... Okay, what's the new address? I can update it for you. Yeah, it's 816 Heritage Court, Bellefontaine, Ohio. Well, it's Apartment 4, Bellefontaine, Ohio. And then it's 43311. And confirm your date of birth. It's 7/22/70. July 22nd, 1970. And it's... Got it? Yes, sir. And a good telephone number I have is 567-294-3737. Yes. And the email I have is JLHarvey1970 at gmail? Yep. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Wait a minute. No, wait a minute. No, that, that email is wrong too. That email is wrong. My new, my email I've had for the last few years, that was probably one of my old... I don't even know where that email come from, but my email is 1970JLHarvey at gmail.com. Gmail, okay. So I went ahead and updated that for you, and I also opted you out. Is there anything else I can assist you with today, Jack? No, I just wanted to call and make sure. Awesome. Well, you have a wonderful day, okay? All right, 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: Yeah, I was calling about that benefit I started for Surge. They said to call you. Uh, what do you guys take out of a person's check, first of all?

Speaker speaker_0: Um, so us at Benefits in a Card, we're not the ones who take out of your paycheck. It's Surge who automatically enrolls their new hires into that medical plan. However, I believe it's \$16.80 per week.

Speaker speaker_1: Oh. Well, I wanna cancel. I don't want it, so they said to call this number.

Speaker speaker_0: No worries. So this is just to make sure.

Speaker speaker_1: So it's just to make... 'Cause if I get hired in, I mean, I think I can wait 90 days and get their benefits.

Speaker speaker_0: Okay, so Surge Staffing. What's the last four of your social?

Speaker speaker_1: 2600...

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Jack Harvey.

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

Speaker speaker_1: Yeah, it's 816 Heritage Court, Apartment 4, in Bellefontaine, Ohio, 43311 is the zip.

Speaker speaker_0: Looks like I have an address in, in Findlay, Ohio.

Speaker speaker_1: Findlay, Ohio? No. I live in Bellefontaine Heritage Court. That's what I put down. I don't know what they got mixed up there. I was just in there last week on Wednesday, or Tuesday, filling out all my stuff. They might have mixed it up with the last address I might have had, but no, this is my address here. You can call it in.

Speaker speaker_0: Yeah, confirm your full social for me.

Speaker speaker_1: It's 28276 2600.

Speaker speaker_0: Okay, so the address we had on file is 1200 Putnam Street, Apartment 35.

Speaker speaker_1: No, shouldn't be.

Speaker speaker_0: Okay, well, so the address is

Speaker speaker_2: Well, I did... Well, well, actually I did...

Speaker speaker_1: on Findlay.

Speaker speaker_2: I did work at Surge in Findlay when I stayed there. I stayed in Findlay, I was only in Findlay seven months. You can switch that. I live, I've been in Heritage Court for the last three years, in Bellefontaine, not in...

Speaker speaker_0: Okay, what's the new address? I can update it for you.

Speaker speaker_1: Yeah, it's 816 Heritage Court, Bellefontaine, Ohio. Well, it's Apartment 4, Bellefontaine, Ohio. And then it's 43311.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: It's 7/22/70. July 22nd, 1970.

Speaker speaker_0: And it's...

Speaker speaker_1: Got it?

Speaker speaker_0: Yes, sir. And a good telephone number I have is 567-294-3737.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is JLHarvey1970 at gmail?

Speaker speaker_1: Yep.

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: Wait a minute. No, wait a minute. No, that, that email is wrong too. That email is wrong. My new, my email I've had for the last few years, that was probably one of my old... I don't even know where that email come from, but my email is 1970JLHarvey at gmail.com.

Speaker speaker_0: Gmail, okay. So I went ahead and updated that for you, and I also opted you out. Is there anything else I can assist you with today, Jack?

Speaker speaker_1: No, I just wanted to call and make sure.

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

Speaker speaker_1: All right, you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.