

Transcript: Justin

Mills-6144388205953024-5127048160919552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, good afternoon, Justin. My name is Hallie DeGroat, and I am, uh, working through Surge Staffing in Chambersburg, Pennsylvania. And I needed to call to opt out of being auto-enrolled into benefits. Okay, so Surge Staffing. What's the last four of your social? Uh, it is 4201. And what was your first and last name again? I'm sorry. That's okay. My first name is Hallie, H-A-L-L-I-E. Last name, DeGroat, D-E capital G-R-O-A-T. And did you recently just start with Surge Staffing? Uh, yes. I started, um, I- I'd say going on maybe two or three weeks now. I just got the email today, and, and a text message, and I wanted to call and, um, opt out of it. So, I was... 'Cause it said I was automatically enrolled if I didn't call. Yeah, um, so the only reason why I ask that is 'cause I wasn't seeing your file in our system just yet. So, in order for me to create the file in our system to opt you out of Surge's benefits, I need your full social. Okay, that's fine. Uh, 205-48-4201. Okay. And your home address, including city, state, and ZIP code. Okay. My address is 995 Elevator Street, Chambersburg, Pennsylvania 17202. And your date of birth? It is February 6, 1975. And a good telephone number to have is 223-345-0065? Yes, that's correct. And do you have a good email by any chance? Um, it would be, uh, degroat.h@yahoo.com. Okay, so let's see. So, I'll go ahead and opt you out. Is there anything else I can help you out with today? Uh, no. That's, that's all I, I called for. Thank you so much. You're welcome. You have a great day, okay? Okay, you too. Mm-bye. 'Kay, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, good afternoon, Justin. My name is Hallie DeGroat, and I am, uh, working through Surge Staffing in Chambersburg, Pennsylvania. And I needed to call to opt out of being auto-enrolled into benefits.

Speaker speaker_1: Okay, so Surge Staffing. What's the last four of your social?

Speaker speaker_2: Uh, it is 4201.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: That's okay. My first name is Hallie, H-A-L-L-I-E. Last name, DeGroat, D-E capital G-R-O-A-T.

Speaker speaker_1: And did you recently just start with Surge Staffing?

Speaker speaker_2: Uh, yes. I started, um, I- I'd say going on maybe two or three weeks now. I just got the email today, and, and a text message, and I wanted to call and, um, opt out of it. So, I was... 'Cause it said I was automatically enrolled if I didn't call.

Speaker speaker_1: Yeah, um, so the only reason why I ask that is 'cause I wasn't seeing your file in our system just yet. So, in order for me to create the file in our system to opt you out of Surge's benefits, I need your full social.

Speaker speaker_2: Okay, that's fine. Uh, 205-48-4201.

Speaker speaker_1: Okay. And your home address, including city, state, and ZIP code.

Speaker speaker_2: Okay. My address is 995 Elevator Street, Chambersburg, Pennsylvania 17202.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: It is February 6, 1975.

Speaker speaker_1: And a good telephone number to have is 223-345-0065?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And do you have a good email by any chance?

Speaker speaker_2: Um, it would be, uh, degroat.h@yahoo.com.

Speaker speaker_1: Okay, so let's see. So, I'll go ahead and opt you out. Is there anything else I can help you out with today?

Speaker speaker_2: Uh, no. That's, that's all I, I called for. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay, you too. Mm-bye.

Speaker speaker_1: 'Kay, bye-bye.