

## **Transcript: Justin**

**Mills-6163216314974208-6063789457850368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. This is Justin. How can I help you today? Hey, Justin. I received a message from you guys, um, from Megaforce for, about my enrollment and benefits package. Yeah. So that text message you received was just a courtesy reminder from Megaforce letting you know that they are in their company open enrollment period. So you have the option to enroll, make changes, or cancel benefits offered through them, like health insurance. Uh, well, I already have health insurance, so I can cancel that. Okay. I can opt you out of it if need be. So Megaforce Staffing? Uh, yes, in Gastonia- What's the last six you had? ... North Carolina. Uh, 9183. And your first and last name again? I'm sorry. Oh, I'm sorry. Uh, Toby Patterson. And for security purposes, can you verify your home address, including city, state, and zip code, Toby? Uh, home address, 2731 Ambercrest Drive, Gastonia, North Carolina 28052. And confirm your date of birth. Uh, 2/6/73. And a good telephone number have as 704-835-4040? Uh, yes, sir. And the email I have is tobypattersonsr@gmail? Yes, sir. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today? Uh, no, that's all. Awesome. Well, you have a wonderful day. Okay? All right. Appreciate it. Thank you. You're welcome. Bye-bye. Mm. All right. 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 and Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. I received a message from you guys, um, from Megaforce for, about my enrollment and benefits package.

Speaker speaker\_1: Yeah. So that text message you received was just a courtesy reminder from Megaforce letting you know that they are in their company open enrollment period. So you have the option to enroll, make changes, or cancel benefits offered through them, like health insurance.

Speaker speaker\_2: Uh, well, I already have health insurance, so I can cancel that.

Speaker speaker\_1: Okay. I can opt you out of it if need be. So Megaforce Staffing?

Speaker speaker\_2: Uh, yes, in Gastonia-

Speaker speaker\_1: What's the last six you had?

Speaker speaker\_2: ... North Carolina. Uh, 9183.

Speaker speaker\_1: And your first and last name again? I'm sorry.

Speaker speaker\_2: Oh, I'm sorry. Uh, Toby Patterson.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state, and zip code, Toby?

Speaker speaker\_2: Uh, home address, 2731 Ambercrest Drive, Gastonia, North Carolina 28052.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: Uh, 2/6/73.

Speaker speaker\_1: And a good telephone number have as 704-835-4040?

Speaker speaker\_2: Uh, yes, sir.

Speaker speaker\_1: And the email I have is tobypattersonsr@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker\_2: Uh, no, that's all.

Speaker speaker\_1: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker\_2: All right. Appreciate it. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Mm. All right. Bye.