

Transcript: Justin

Mills-6353603166257152-5300897253212160

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. How you doing, man? This is Mr. Mike Tolbert, uh, I work for Surge and I was wanting to make sure because we don't have to verify anything and I had canceled the Benefits in a Card here about a month and a half or two months ago 'cause I was noticing money being short in my account, and, uh, I didn't even know they'd taken it out. They take it out automatically. Can you make sure that I am canceled on that? 'Cause I have great insurance. Yeah, let me check on that. So Surge Staffing, what's the last four of your Social? 0140. You said Mike Albert? Mike Tolbert. T-O-L-B-E-R-T. My apologies. That's okay. Let's see here. We're sort of driving, I'm on my way to work now and I'm over here hearing you talking now, so. And for security purposes, could you verify your home address, including city, state and zip code, Michael? Oh, yeah. Z- uh, 308A 2nd Avenue Northwest, Arab, Alabama, 35016. Looks like I have a different address on file. Okay. That would probably be 101 Engle Drive, Apartment C, Oneonta, Alabama, 35121. And is that an old address? Yes. Okay. And what's the new address so I can go ahead and update it in our system? Uh, the new address is what I just told you, 308A 2nd Avenue Northwest, Arab, Alabama, 35016. And confirm your date of birth. 11/21/1979. And a good telephone number has 256-200-6384. Uh, yes, or you could call my number here at 205-493-3427. And just to confirm, that was 205-493-3427? That is correct. And the email I have is mtolbert865@gmail? That is correct. Okay. So looking at the file, looks like you've already been opted outta the benefits, um- Okay, thank you. ... is there anything else ... we can assist you with today? Uh, that's pretty much it, man. Uh, yeah, if you, if you hear across, you know, something comes through or something like that, please give me a call and let you know because they don't let me know at all for, for the company, they just take it automatically out without you signing anything. So if you guys could, if y'all could just keep an eye on that to make sure it's, you know, not made sure that it's not being sent here, you know what I mean? Totally understand. Well, you have a wonderful day, Michael, okay? Y-you too, thank you. All right, bye-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, Justin. How you doing, man? This is Mr. Mike Tolbert, uh, I work for Surge and I was wanting to make sure because we don't have to verify anything and I had canceled the Benefits in a Card here about a month and a half or two months ago 'cause I

was noticing money being short in my account, and, uh, I didn't even know they'd taken it out. They take it out automatically. Can you make sure that I am canceled on that? 'Cause I have great insurance.

Speaker speaker_0: Yeah, let me check on that. So Surge Staffing, what's the last four of your Social?

Speaker speaker_1: 0140.

Speaker speaker_0: You said Mike Albert?

Speaker speaker_1: Mike Tolbert. T-O-L-B-E-R-T.

Speaker speaker_0: My apologies.

Speaker speaker_1: That's okay.

Speaker speaker_0: Let's see here.

Speaker speaker_1: We're sort of driving, I'm on my way to work now and I'm over here hearing you talking now, so.

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

Speaker speaker_1: Oh, yeah. Z- uh, 308A 2nd Avenue Northwest, Arab, Alabama, 35016.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Okay. That would probably be 101 Engle Drive, Apartment C, Oneonta, Alabama, 35121.

Speaker speaker_0: And is that an old address?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what's the new address so I can go ahead and update it in our system?

Speaker speaker_1: Uh, the new address is what I just told you, 308A 2nd Avenue Northwest, Arab, Alabama, 35016.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/21/1979.

Speaker speaker_0: And a good telephone number has 256-200-6384.

Speaker speaker_1: Uh, yes, or you could call my number here at 205-493-3427.

Speaker speaker_0: And just to confirm, that was 205-493-3427?

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is mtolbert865@gmail?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. So looking at the file, looks like you've already been opted outta the benefits, um-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: ... is there anything else

Speaker speaker_2: ... we can assist you with today?

Speaker speaker_1: Uh, that's pretty much it, man. Uh, yeah, if you, if you hear across, you know, something comes through or something like that, please give me a call and let you know because they don't let me know at all for, for the company, they just take it automatically out without you signing anything. So if you guys could, if y'all could just keep an eye on that to make sure it's, you know, not made sure that it's not being sent here, you know what I mean?

Speaker speaker_0: Totally understand. Well, you have a wonderful day, Michael, okay?

Speaker speaker_1: Y- you too, thank you.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.