

## **Transcript: Justin**

**Mills-6384363047796736-5660006746996736**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, my name is Suzanne Riggs, and I had gotten a text from you, um, stating about my insurance through, uh, Surge. And, uh, as of, oh, not this past Monday, but the Monday before, uh, I was, um, um, uh, terminated. So, I will not need your insurance anymore since I do not work for Surge any longer. Okay. Um, so that text message you received was just a courtesy reminder from Surge. However, since you stated you no longer work with them, you can go ahead and disregard the message since you no longer work with them. Okay? Okay. All right. Okay. Well, thank you. I appreciate it. You're welcome. You have a great day, okay? You too. Okay. Thanks. 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: Yes, my name is Suzanne Riggs, and I had gotten a text from you, um, stating about my insurance through, uh, Surge. And, uh, as of, oh, not this past Monday, but the Monday before, uh, I was, um, um, uh, terminated. So, I will not need your insurance anymore since I do not work for Surge any longer.

Speaker speaker\_0: Okay. Um, so that text message you received was just a courtesy reminder from Surge. However, since you stated you no longer work with them, you can go ahead and disregard the message since you no longer work with them. Okay?

Speaker speaker\_1: Okay. All right. Okay. Well, thank you. I appreciate it.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Okay. Thanks. Bye.