

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Incentives. This is Justin. How can I help you today? Hi, Justin. My name is Lynn Taylor. Um, I work for Hertz and, um, I'm calling about that \$15 y'all taking out of my check every week that I'm, I'm trying to cancel that. Okay, so Surge Staffing, what's the last four of your social? Um, 7366. And what was your first and last name? First name Lynn, L-Y-N-N. Last name Taylor, T-A-Y-L-O-R. And for security purposes, can you verify your home address, including city, state and zip code, Lynn? My, um, my home address is 330 Arrowhead Boulevard, Jonesboro, Georgia. And your date of birth? 03/18/1971. And a good telephone number have is 470-330-6404. That's my phone number, yes. And the email have is taylorlynn@gmail.com. Yes, sir. Okay, so looking at the file, it looks like Surge hasn't opted you into that medical plan just yet, so I'll go ahead and opt you out before they do that. But is there anything else- Okay. ... I can help you out with today? No, sir. I was just calling, um, I got the number from Hertz so I, I was calling to cancel that. I don't, I don't need that. Totally understandable. I went ahead and opted you out. Is there anything else I could assist you with today? No, sir. Awesome. Well, you have a wonderful day, all right? All right. You too. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Incentives. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is Lynn Taylor. Um, I work for Hertz and, um, I'm calling about that \$15 y'all taking out of my check every week that I'm, I'm trying to cancel that.

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

Speaker speaker_1: Um, 7366.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: First name Lynn, L-Y-N-N. Last name Taylor, T-A-Y-L-O-R.

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

Speaker speaker_1: My, um, my home address is 330 Arrowhead Boulevard, Jonesboro, Georgia.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/18/1971.

Speaker speaker_0: And a good telephone number have is 470-330-6404.

Speaker speaker_1: That's my phone number, yes.

Speaker speaker_0: And the email have is taylorlynn@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking at the file, it looks like Surge hasn't opted you into that medical plan just yet, so I'll go ahead and opt you out before they do that. But is there anything else-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can help you out with today?

Speaker speaker_1: No, sir. I was just calling, um, I got the number from Hertz so I, I was calling to cancel that. I don't, I don't need that.

Speaker speaker_0: Totally understandable. I went ahead and opted you out. Is there anything else I could assist you with today?

Speaker speaker_1: No, sir.

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

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.