

## **Transcript: Justin**

**Mills-6422492604448768-4818196624490496**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Um, yes. This is Breanna Gates. Um, I'm currently employed with Surge Staffing, um, and I had got a message, at least, like, maybe a month ago that M C... MEC Tell the RX that there's no copay insurance. ... that MEC Tell RX, I guess, some type of insurance, and it was, um, uh, asking me if I wanted it or not. I said take it out the check, but I, I didn't want to have it because I already had some type of insurance. Okay, so you want to opt out of the insurance? Yes. Okay, so Surge Staffing. We'll still ask for your Social. 2190. And what was your last name, Breanna? Sorry? What was your last name, Breanna? Gates. G-A-T-E-S. And for security purposes, can you verify the home address, including city, state and zip code? Um, the one that I had on file is 205 West Crovet Street, 30241 or either 0, LaGrange, Georgia. And your date of birth? 6/23/'98. And a good telephone number has a 706-8815-013? Correct. And the email address is bregates623@gmail.com? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? No, that'll be all. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker\_1: Um, yes. This is Breanna Gates. Um, I'm currently employed with Surge Staffing, um, and I had got a message, at least, like, maybe a month ago that M C... MEC

Speaker speaker\_2: Tell the RX that there's no copay insurance.

Speaker speaker\_1: ... that MEC Tell RX, I guess, some type of insurance, and it was, um, uh, asking me if I wanted it or not. I said take it out the check, but I, I didn't want to have it because I already had some type of insurance.

Speaker speaker\_0: Okay, so you want to opt out of the insurance?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so Surge Staffing. We'll still ask for your Social.

Speaker speaker\_1: 2190.

Speaker speaker\_0: And what was your last name, Breanna?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: What was your last name, Breanna?

Speaker speaker\_1: Gates. G-A-T-E-S.

Speaker speaker\_0: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_1: Um, the one that I had on file is 205 West Crovet Street, 30241 or either 0, LaGrange, Georgia.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 6/23/98.

Speaker speaker\_0: And a good telephone number has a 706-8815-013?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email address is breegates623@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.