

Transcript: Justin

Mills-6434996746141696-6458238449958912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. Um, I'm with a company called Surge. You familiar with Surge? Yes, sir. Yeah. Okay. Um, I think I ha- they said I had 30 days and- or I'd be automatically enrolled in a, a plan. Correct? Correct. Yes, sir. They auto-enroll. Yes, sir. Yeah. Well, here's the thing that's- I, I don't, I don't want the plan. I wanna, you know what I mean? ... opt, opt out. Do you want to opt out of insurance? Yep. Okay. So Surge Staffing. What's the last four of your social? Uh, 9057. And your first and last name? First name is Thomas. Last name is Wall, W-A-L-L. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Wall? Oh. 1086 Mockingbird Lane, Seymour, Indiana, 47274. And your date of birth? 08/23/1963. And a good telephone number I have is 528-1674. Correct. And the email I have is theycallmeike at y- at Hotmail? Yeah. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Thomas? No, that'll be it. Awesome. Well, you have a wonderful day, okay? Yeah. Thanks a lot. Appreciate it. You're welcome. Bye. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. Um, I'm with a company called Surge. You familiar with Surge?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah. Okay. Um, I think I ha- they said I had 30 days and- or I'd be automatically enrolled in a, a plan. Correct?

Speaker speaker_1: Correct. Yes, sir. They auto-enroll. Yes, sir.

Speaker speaker_2: Yeah. Well, here's the thing that's- I, I don't, I don't want the plan. I wanna, you know what I mean? ... opt, opt out.

Speaker speaker_1: Do you want to opt out of insurance?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So Surge Staffing. What's the last four of your social?

Speaker speaker_2: Uh, 9057.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name is Thomas. Last name is Wall, W-A-L-L.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Mr. Wall?

Speaker speaker_2: Oh. 1086 Mockingbird Lane, Seymour, Indiana, 47274.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 08/23/1963.

Speaker speaker_1: And a good telephone number I have is 528-1674.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is theycallmeike at y- at Hotmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Thomas?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Yeah. Thanks a lot. Appreciate it.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye-bye.