

## **Transcript: Justin**

**Mills-6548694141419520-5754745210454016**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yeah, I was callin' to make sure I didn't get the, uh, insurance. I got charged and searched. Um, yeah, let me check on that. So if you already received the ID card, looks like you've already been auto-enrolled, but, I mean, I can cancel it for you if need be. Yeah, that's what I was going for. Okay, so Surge Staffing, what's the last four of your social? Four, eight, six, two. And what was your first and last name? Derek Tanner. Derek Tanner. Did you... Well, here, hold on. You said four, eight, six, two, correct? Yes. Okay. Tanner. One second here. What's your full social? 293-88-4862. Four, eight, six, two. And just to confirm, 293-88-4862? Yes. Okay, so looks like I have to create you a file in our system to opt you out of their benefits. And s- will you spell your last name for me, Derek? T-A-N-N-E-R. A... Yeah. And home address, including city, state, and zip code. 1434 Adams Street, Coshocton, Ohio. Will you spell the city for me? C-O-S-H-O-C-T-O-N. And the zip code? 43812. And your date of birth? 0425-1988. And a good telephone number. Have a 740-502-6430? Yes. And do you have a good email? No. No worries. Um, so I'll go ahead and opt you out. Is there anything else I could assist you with today, Derek? No, thank you. Awesome. Well, you have a wonderful weekend, okay? All right. You, too. All right. 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: Yeah, I was callin' to make sure I didn't get the, uh, insurance. I got charged and searched.

Speaker speaker\_0: Um, yeah, let me check on that. So if you already received the ID card, looks like you've already been auto-enrolled, but, I mean, I can cancel it for you if need be.

Speaker speaker\_1: Yeah, that's what I was going for.

Speaker speaker\_0: Okay, so Surge Staffing, what's the last four of your social?

Speaker speaker\_1: Four, eight, six, two.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Derek Tanner.

Speaker speaker\_0: Derek Tanner. Did you... Well, here, hold on. You said four, eight, six, two, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Tanner. One second here. What's your full social?

Speaker speaker\_1: 293-88-4862.

Speaker speaker\_0: Four, eight, six, two. And just to confirm, 293-88-4862?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so looks like I have to create you a file in our system to opt you out of their benefits. And s- will you spell your last name for me, Derek?

Speaker speaker\_1: T-A-N-N-E-R.

Speaker speaker\_0: A... Yeah. And home address, including city, state, and zip code.

Speaker speaker\_1: 1434 Adams Street, Coshocton, Ohio.

Speaker speaker\_0: Will you spell the city for me?

Speaker speaker\_1: C-O-S-H-O-C-T-O-N.

Speaker speaker\_0: And the zip code?

Speaker speaker\_1: 43812.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 0425-1988.

Speaker speaker\_0: And a good telephone number. Have a 740-502-6430?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: No.

Speaker speaker\_0: No worries. Um, so I'll go ahead and opt you out. Is there anything else I could assist you with today, Derek?

Speaker speaker\_1: No, thank you.

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

Speaker speaker\_1: All right. You, too.

Speaker speaker\_0: All right. Bye-bye.