

Transcript: Justin

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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? Justin, my name's Robert Roose. I'm an employee for Surge. I'm working for a third per- party inspection group. I'm very tired. I work there. What's going on with the card that I'm getting enrolled for? That... Is it for, like, medical purposes? Uh, yeah. So I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. Did you receive a text- Okay. ... message or something recruiting that? No. No. I wa... I waive all medical. I don't make enough money to get that. Okay. Well, like, 'cause if I did, no, I don't want it. I can help you out with it if you need me. That's what I want. Just scratch it off. The Surge Staffing? Please. What is the last four of your Social? Uh, 8289. And for security purposes, can you verify the home address, including city, state and zip code, Robert? Oh, yeah. 525 Tiffany Avenue, Tiffany, Ohio, 45840. And confirm your date of birth. 02/01/'64. And a good telephone number I have is 672-8833. 672-8823. Okay. And the email- You guys can't ... have robertroose1964@gmail? What's that? The email I have is robertroose1964@gmail.com. Yeah, it's probably out of Surge. Yeah. But I, I don't want the... Okay. I don't want the, the medical. No. I don't want it, I waive it. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Robert? No. Thank you very much. I appreciate the... I appreciate the offer and everything, but I just don't make enough money. Thank you. You're welcome. You have a great weekend, okay? You bet.

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: Justin, my name's Robert Roose. I'm an employee for Surge. I'm working for a third per- party inspection group. I'm very tired. I work there. What's going on with the card that I'm getting enrolled for? That... Is it for, like, medical purposes?

Speaker speaker_1: Uh, yeah. So I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. Did you receive a text-

Speaker speaker_2: Okay.

Speaker speaker_1: ... message or something recruiting that?

Speaker speaker_2: No. No. I wa... I waive all medical. I don't make enough money to get that.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, like, 'cause if I did, no, I don't want it.

Speaker speaker_3: I can help you out with it if you need me.

Speaker speaker_2: That's what I want. Just scratch it off.

Speaker speaker_1: The Surge Staffing?

Speaker speaker_2: Please.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: Uh, 8289.

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

Speaker speaker_2: Oh, yeah. 525 Tiffany Avenue, Tiffany, Ohio, 45840.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 02/01/'64.

Speaker speaker_1: And a good telephone number I have is 672-8833.

Speaker speaker_2: 672-8823.

Speaker speaker_1: Okay. And the email-

Speaker speaker_2: You guys can't ... have robertroose1964@gmail? What's that?

Speaker speaker_1: The email I have is robertroose1964@gmail.com.

Speaker speaker_2: Yeah, it's probably out of Surge. Yeah. But I, I don't want the...

Speaker speaker_1: Okay.

Speaker speaker_2: I don't want the, the medical. No. I don't want it, I waive it.

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

Speaker speaker_2: No. Thank you very much. I appreciate the... I appreciate the offer and everything, but I just don't make enough money. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: You bet.