

## **Transcript: Justin**

**Mills-6600584349270016-6099585910095872**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin Huggin. How can I help you today? Hey, how you doing, sir? Doing pretty well, and yourself? I'm good. Um, uh, my name is Nytho Toussaint, so I'm working for Surge. Uh, well, they tell me call, call them that number, 'cause, um, I already have insurance. Okay. So you want to opt out of benefits? No, I don't want it. I don't want it 'cau, 'cause I already have insurance. Okay, so Surge staffing, what's the last four of your social? It's, uh, 8515. Surge, you said 8515? Yes, sir. And what was your first and last name? Nytho Toussaint. M-Y-T-H-O T-O-U-S-S-A-I-N-T. And you said you recently just started with Surge, correct? Yeah, last week. Okay, 'cause I wasn't seeing your file in our system just yet, so in order for me to create the file in our system to opt you out of their benefits, I need your full social. Oh, okay. 8888515. Okay. And will you spell your first name and last name for me again, please? M-Y-T-H-O T-O-U-S-S-A-I-N-T. Okay. And your home address, including city, state, and ZIP Code. 2210 Kenyon Street Drive, Columbus, 43229. And your date of birth? 06/06/1980. And a good telephone number. I have a 615-769-9035. Yeah, this is my number. And do you have a good email? Yeah. What's that email? Okay, 272... My, my, my, my last name and my first name, fixed@gmail.com. At Gmail, okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today? No, no, only that. Thank you, sir. You're welcome. You have a great day, okay? Yes, sir. Okay, bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, how you doing, sir?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_1: I'm good. Um, uh, my name is Nytho Toussaint, so I'm working for Surge. Uh, well, they tell me call, call them that number, 'cause, um, I already have insurance.

Speaker speaker\_0: Okay. So you want to opt out of benefits?

Speaker speaker\_1: No, I don't want it. I don't want it 'cau, 'cause I already have insurance.

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

Speaker speaker\_1: It's, uh, 8515.

Speaker speaker\_0: Surge, you said 8515?

Speaker speaker\_1: Yes, sir.

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

Speaker speaker\_1: Nytho Toussaint. M-Y-T-H-O T-O-U-S-S-A-I-N-T.

Speaker speaker\_0: And you said you recently just started with Surge, correct?

Speaker speaker\_1: Yeah, last week.

Speaker speaker\_0: Okay, 'cause I wasn't seeing your file in our system just yet, so in order for me to create the file in our system to opt you out of their benefits, I need your full social.

Speaker speaker\_1: Oh, okay. 8888515.

Speaker speaker\_0: Okay. And will you spell your first name and last name for me again, please?

Speaker speaker\_1: M-Y-T-H-O T-O-U-S-S-A-I-N-T.

Speaker speaker\_0: Okay. And your home address, including city, state, and ZIP Code.

Speaker speaker\_1: 2210 Kenyon Street Drive, Columbus, 43229.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 06/06/1980.

Speaker speaker\_0: And a good telephone number. I have a 615-769-9035.

Speaker speaker\_1: Yeah, this is my number.

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

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What's that email?

Speaker speaker\_1: Okay, 272... My, my, my, my last name and my first name, fixed@gmail.com.

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

Speaker speaker\_1: No, no, only that. Thank you, sir.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Yes, sir. Okay, bye-bye.

Speaker speaker\_0: Bye-bye.