

Transcript: Justin

Mills-6653204922155008-6083462343737344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, my name is Todd Maxwell, and I'm calling to tell you guys I don't want, um, the Surge Temp Services insurance. Okay. I can opt you out of it. So Surge Staffing, what's the last four of your social? It's 3709. And for security purposes, can you verify the home address, including city, state and zip code, Todd? It's 223 Gray Avenue, Greenville, Ohio 45331. And confirm your date of birth? 8/31/73. And a good telephone number have as 937-768-4605? Yes. And the email I have is maxwelltodd831@gmail? Yes. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today? Um, yeah. M- Brian Maxwell, he's right next to me, he wants to opt out of the insurance, too. Okay. Bear with me one b- He needs the- Yeah. Just bear with me one second while I notate your file, okay? Okay. So let's see here. You can pass the phone to him. I'm right here. Hey. So Surge Staffing, what's the last four of your social? 2554. And what was your first and last name? Brian Maxwell. So let's see. And for security purposes, can you verify the home address, including city, state and zip code, Brian? Uh, 323 North Gray Avenue, Greenville, Ohio 45331. Looks like I have a different address on file for you. Uh, no. It should be- Uh, no. He changed it. ... 3438 State Route 49, Lot 16. Confirm your full social for me. This is stupid. 451932554. Okay. So the address that we had on file was 5438 State Route 49, Lot 16. That's old. No, that's old. Okay. What's the new address, so I can go ahead and update it for you? 323 North Gray Avenue, Greenville. Okay. And confirm your date of birth for me? 4/30/1971. And a good telephone number I have for you is 937-621-3679? Nope. What's a good telephone number for you? 937-300-0152. And just to confirm, 937-300-0152? Yeah. And the email I have for you is maxwellb@emade.com? Uh, bmaxwell2230@gmail.com. 2230. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Brian? No. Awesome. Well, you have a wonderful day, okay? You, too. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, my name is Todd Maxwell, and I'm calling to tell you guys I don't want, um, the Surge Temp Services insurance.

Speaker speaker_1: Okay. I can opt you out of it. So Surge Staffing, what's the last four of your social?

Speaker speaker_2: It's 3709.

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

Speaker speaker_2: It's 223 Gray Avenue, Greenville, Ohio 45331.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 8/31/73.

Speaker speaker_1: And a good telephone number have as 937-768-4605?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is maxwelltodd831@gmail?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Um, yeah. M- Brian Maxwell, he's right next to me, he wants to opt out of the insurance, too.

Speaker speaker_1: Okay. Bear with me one b-

Speaker speaker_2: He needs the-

Speaker speaker_1: Yeah. Just bear with me one second while I notate your file, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: So let's see here. You can pass the phone to him.

Speaker speaker_3: I'm right here.

Speaker speaker_1: Hey. So Surge Staffing, what's the last four of your social?

Speaker speaker_3: 2554.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_3: Brian Maxwell.

Speaker speaker_1: So let's see. And for security purposes, can you verify the home address, including city, state and zip code, Brian?

Speaker speaker_3: Uh, 323 North Gray Avenue, Greenville, Ohio 45331.

Speaker speaker_1: Looks like I have a different address on file for you.

Speaker speaker_3: Uh, no. It should be-

Speaker speaker_2: Uh, no. He changed it.

Speaker speaker_3: ... 3438 State Route 49, Lot 16.

Speaker speaker_1: Confirm your full social for me.

Speaker speaker_2: This is stupid.

Speaker speaker_3: 451932554.

Speaker speaker_1: Okay. So the address that we had on file was 5438 State Route 49, Lot 16.

Speaker speaker_2: That's old.

Speaker speaker_3: No, that's old.

Speaker speaker_1: Okay. What's the new address, so I can go ahead and update it for you?

Speaker speaker_3: 323 North Gray Avenue, Greenville.

Speaker speaker_1: Okay. And confirm your date of birth for me?

Speaker speaker_3: 4/30/1971.

Speaker speaker_1: And a good telephone number I have for you is 937-621-3679?

Speaker speaker_3: Nope.

Speaker speaker_1: What's a good telephone number for you?

Speaker speaker_3: 937-300-0152.

Speaker speaker_1: And just to confirm, 937-300-0152?

Speaker speaker_3: Yeah.

Speaker speaker_1: And the email I have for you is maxwellb@emade.com?

Speaker speaker_3: Uh, bmaxwell2230@gmail.com.

Speaker speaker_1: 2230. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Brian?

Speaker speaker_3: No.

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

Speaker speaker_3: You, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Bye.