

## **Transcript: Justin**

**Mills-6696204665569280-6006286352072704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, Justin. I was just got a text about, uh, my insurance is gonna, uh, kick in in three days. I don't really want the insurance. I'm retired and already have insurance and I have Medicare. Or Medicaid rather, whichever which one you get when you're 65. No worries. I can opt you out of it. What's the staffing agency you work for? Surge. Surge Staffing. And the last four of your Social? 0891. And what was your first and last name again? Craig Anthony Williamson. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Craig? 1725 Apple Way, St. Thomas, Pennsylvania. You wanna talk to him too while I got him on the phone? Yeah. Yes, yes. And your date of birth? 8/13/'59. And a good telephone number I have is 386-5352. Yes, sir. That's it. And the email I have is cwillem58@gmail? Yes, sir. Dot com, yes, sir. Okay, so let's see here. So I'll go ahead and opt you out. Is there anything else I could help you out with today? Yes, ma'am. Yes, sir. My sister works with me too. She wants to talk to you and opt out also. Okay, uh, bear with me one second while I notate your file, okay? Okay, thank you. Here's... I'll put her on the phone. Do you need me anymore? Uh, no, sir. You're good. Okay, here she is. Okay. Hello? Hey, how are you doing? I'm doing pretty well, sir. How are you doing? I'm doing pretty well. Just bear with me one second, because I'm still notating Craig's file, okay? Okay. So Surge Staffing... Uh, Surge Staffing, you work with Surge Staffing? Yes. Yes, sir. And what's the last four of your Social? 7113. And your first and last name? Yolanda Williams. Yolanda Williams, okay. And for security purposes, can you verify the home address and including city, state and zip code, Yolanda? It's the same as Craig's. 1725 Apple Way, St. Thomas, PA. And your date of birth? 7/10/'74. And a good telephone number I have for you is 919-1384. Correct. And the email I have for you is yotawilliams777@gmail? That's correct. Okay, so I'll go ahead and opt you out. Is, is there anything else I could help you out with today? No, thank you. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. Uh-huh. 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 Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. I was just got a text about, uh, my insurance is gonna, uh, kick in in three days. I don't really want the insurance. I'm retired and already have insurance

and I have Medicare. Or Medicaid rather, whichever which one you get when you're 65.

Speaker speaker\_1: No worries. I can opt you out of it. What's the staffing agency you work for?

Speaker speaker\_2: Surge.

Speaker speaker\_1: Surge Staffing. And the last four of your Social?

Speaker speaker\_2: 0891.

Speaker speaker\_1: And what was your first and last name again?

Speaker speaker\_2: Craig Anthony Williamson.

Speaker speaker\_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Craig?

Speaker speaker\_2: 1725 Apple Way, St. Thomas, Pennsylvania. You wanna talk to him too while I got him on the phone?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Yes, yes.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 8/13/'59.

Speaker speaker\_1: And a good telephone number I have is 386-5352.

Speaker speaker\_2: Yes, sir. That's it.

Speaker speaker\_1: And the email I have is cwillem58@gmail?

Speaker speaker\_2: Yes, sir. Dot com, yes, sir.

Speaker speaker\_1: Okay, so let's see here. So I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker\_2: Yes, ma'am. Yes, sir. My sister works with me too. She wants to talk to you and opt out also.

Speaker speaker\_1: Okay, uh, bear with me one second while I notate your file, okay?

Speaker speaker\_2: Okay, thank you. Here's... I'll put her on the phone. Do you need me anymore?

Speaker speaker\_1: Uh, no, sir. You're good.

Speaker speaker\_2: Okay, here she is.

Speaker speaker\_3: Okay. Hello?

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

Speaker speaker\_3: I'm doing pretty well, sir. How are you doing?

Speaker speaker\_1: I'm doing pretty well. Just bear with me one second, because I'm still notating Craig's file, okay?

Speaker speaker\_3: Okay.

Speaker speaker\_1: So Surge Staffing... Uh, Surge Staffing, you work with Surge Staffing?

Speaker speaker\_3: Yes. Yes, sir.

Speaker speaker\_1: And what's the last four of your Social?

Speaker speaker\_3: 7113.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_3: Yolanda Williams.

Speaker speaker\_1: Yolanda Williams, okay. And for security purposes, can you verify the home address and including city, state and zip code, Yolanda?

Speaker speaker\_3: It's the same as Craig's. 1725 Apple Way, St. Thomas, PA.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_3: 7/10/'74.

Speaker speaker\_1: And a good telephone number I have for you is 919-1384.

Speaker speaker\_3: Correct.

Speaker speaker\_1: And the email I have for you is yotawilliams777@gmail?

Speaker speaker\_3: That's correct.

Speaker speaker\_1: Okay, so I'll go ahead and opt you out. Is, is there anything else I could help you out with today?

Speaker speaker\_3: No, thank you.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_3: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_3: Uh-huh. Bye-bye.