

## **Transcript: Sara**

**Marulanda-5544154429046784-4627127103307776**

### **Full Transcript**

Thank you for calling Benefits Connect card. My name is Sarah. May I have your name, please? Uh, Deontay Whetstone. I'm sorry. Can you repeat that for me? Yes. Deontay Whetstone. Hello, Mr. Deontay. How may I help you? Okay. I was calling because um, I was currently, uh, working through Surge and I, I haven't... I did work for them for 30 days and now that I have a new assignment with, with them again, I wanted to call and opt out of the insurance. Do I need to do that again, so they- Um. ... won't have to take it out of my paycheck? Let me check that for you. May I have the last four digits of your Social Security number to locate you on the system, please? 2689. Mr. Whetstone, um, and just for security purposes, can you please verify your address and date of birth? Address is 16400 Talbert, Cleveland, Ohio 44128. Date of birth, 12/23/1984. And is your email DWhetstone23@Yahoo.com? Yes. And is... We, we have two phone numbers here for you. 929-384-9011 and 216-460-9113. Are those okay? Uh, just 216-460-9113. That's my number. Okay. So let me make the change here.

### **Conversation Format**

Speaker None: Thank you for calling Benefits Connect card. My name is Sarah. May I have your name, please? Uh, Deontay Whetstone. I'm sorry. Can you repeat that for me? Yes. Deontay Whetstone. Hello, Mr. Deontay. How may I help you? Okay. I was calling because um, I was currently, uh, working through Surge and I, I haven't... I did work for them for 30 days and now that I have a new assignment with, with them again, I wanted to call and opt out of the insurance. Do I need to do that again, so they- Um. ... won't have to take it out of my paycheck? Let me check that for you. May I have the last four digits of your Social Security number to locate you on the system, please? 2689. Mr. Whetstone, um, and just for security purposes, can you please verify your address and date of birth? Address is 16400 Talbert, Cleveland, Ohio 44128. Date of birth, 12/23/1984. And is your email DWhetstone23@Yahoo.com? Yes. And is... We, we have two phone numbers here for you. 929-384-9011 and 216-460-9113. Are those okay? Uh, just 216-460-9113. That's my number. Okay. So let me make the change here.