

## **Transcript: Justin**

**Mills-4651257953206272-6724417561247744**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourage. This is Justin. How can I help you today? I've got a email... I mean, a text message said that enrolled in... I'm enrolled in my first check or whatever. Here. Do you mind reading out that text message for me please? I'm sorry. Okay. Um. Oh. "Welcome to Integrity. Unless you opt out, you'll be enrolled in the MBC TLRX 30 days from your first check..." Whatever. Oh, that is, um, insurance? Yeah. So that text message you received was just welcoming you to Integrity Trade Services and letting you know that you would be automatically enrolled in, into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance. Yes, sir. Oh. I think I'll opt out, though. Okay. All right. Well, let me Yeah. I can opt you out of it. Huh? I said, I can opt you out of it if need be. Yeah. That's fine. Okay. So Integrity Trade Services. What's the last four of your Social? 6307. And what was your first and last name then? Calvin Jones. And for security purposes, can you verify the home address, including city, state and ZIP code, Calvin? 4825 Glenwood Avenue, Deer Park, Texas 77536. And confirm your date of birth. July 29th, 1969. And a good telephone number. Half is 504-396-4668? Yes. And the email I have is J2TRA1@icloud? Yes. Okay. So I'll go ahead and opt you out, but is there anything else I could help you out with today, Mr. Jones? No. I appreciate it. Thank you. You're welcome. You have a great day, okay? Y- you too. Buh-bye. All right. Buh-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 Encourage. This is Justin. How can I help you today?

Speaker speaker\_2: I've got a email... I mean, a text message said that enrolled in... I'm enrolled in my first check or whatever.

Speaker speaker\_1: Here. Do you mind reading out that text message for me please? I'm sorry.

Speaker speaker\_2: Okay. Um. Oh. "Welcome to Integrity. Unless you opt out, you'll be enrolled in the MBC TLRX 30 days from your first check..." Whatever. Oh, that is, um, insurance?

Speaker speaker\_1: Yeah. So that text message you received was just welcoming you to Integrity Trade Services and letting you know that you would be automatically enrolled in, into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance. Yes, sir.

Speaker speaker\_2: Oh. I think I'll opt out, though. Okay. All right. Well, let me

Speaker speaker\_3: Yeah. I can opt you out of it.

Speaker speaker\_2: Huh?

Speaker speaker\_1: I said, I can opt you out of it if need be.

Speaker speaker\_2: Yeah. That's fine.

Speaker speaker\_1: Okay. So Integrity Trade Services. What's the last four of your Social?

Speaker speaker\_2: 6307.

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

Speaker speaker\_2: Calvin Jones.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and ZIP code, Calvin?

Speaker speaker\_2: 4825 Glenwood Avenue, Deer Park, Texas 77536.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: July 29th, 1969.

Speaker speaker\_1: And a good telephone number. Half is 504-396-4668?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is J2TRA1@icloud?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: No. I appreciate it. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Y- you too. Buh-bye.

Speaker speaker\_1: All right. Buh-bye.