

## **Transcript: Justin**

**Mills-4678136904073216-5227170895020032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I can't even ... . Please shut... Thank you for calling Benefits on a Card. This is Justin ... I can't hear what you're saying. Okay. Um, yes, I just got a text from you guys saying that, um, I will be enrolled in y- you guys' MEC TeleRx within the next 30 days, and it told me to call BIC at this number to make changes before my window closes. Yeah, so the text message you received was just congratulating you on your job with Search Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it for health insurance. And I want to opt out of it because I don't want, uh, insurance picking up out of my check when I already have, uh, Blue Shield health insurance. Totally understand. Um, so Search Staffing, what's the last four of your Social? I can't hear. Can you say it again? Search Staffing, what's the last four of your Social? Uh, 1529. This is ..... . That's what I say. I'm talking about you. But you- Dad. It's- And what was your first and last name again? Xavier Bradford. And for security purposes, can you verify your home address, including city, state, and zip code? Uh, say something else. 3943 Pleasant Run Road, Irving, Texas 75038. And confirm your date of birth. 11/16/1997. And a good telephone number I have is 281-840-3064? Yes, sir. And the email I have is your first and last name at Gmail? Yes, sir. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? No, sir. You've been great help. Thank you. You're welcome. You have a great day, okay? You have a great one as well, sir. Happy New Year. H- Happy New Year to you, too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: I can't even ... .

Speaker speaker\_2: Please shut...

Speaker speaker\_3: Thank you for calling Benefits on a Card. This is Justin ...

Speaker speaker\_1: I can't hear what you're saying.

Speaker speaker\_2: Okay. Um, yes, I just got a text from you guys saying that, um, I will be enrolled in y- you guys' MEC TeleRx within the next 30 days, and it told me to call BIC at this number to make changes before my window closes.

Speaker speaker\_3: Yeah, so the text message you received was just congratulating you on your job with Search Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker\_2: And I want to opt out of it because I don't want, uh, insurance picking up out of my check when I already have, uh, Blue Shield health insurance.

Speaker speaker\_3: Totally understand. Um, so Search Staffing, what's the last four of your Social?

Speaker speaker\_2: I can't hear. Can you say it again?

Speaker speaker\_3: Search Staffing, what's the last four of your Social?

Speaker speaker\_2: Uh, 1529.

Speaker speaker\_1: This is ..... .

Speaker speaker\_2: That's what I say. I'm talking about you. But you-

Speaker speaker\_4: Dad.

Speaker speaker\_2: It's-

Speaker speaker\_3: And what was your first and last name again?

Speaker speaker\_2: Xavier Bradford.

Speaker speaker\_3: And for security purposes, can you verify your home address, including city, state, and zip code?

Speaker speaker\_2: Uh, say something else. 3943 Pleasant Run Road, Irving, Texas 75038.

Speaker speaker\_3: And confirm your date of birth.

Speaker speaker\_2: 11/16/1997.

Speaker speaker\_3: And a good telephone number I have is 281-840-3064?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_3: And the email I have is your first and last name at Gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_3: Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. You've been great help. Thank you.

Speaker speaker\_3: You're welcome. You have a great day, okay?

Speaker speaker\_2: You have a great one as well, sir. Happy New Year.

Speaker speaker\_3: H- Happy New Year to you, too. Bye-bye.

Speaker speaker\_2: Bye-bye.