

## **Transcript: Justin**

**Mills-4697851083931648-6144197963857920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Cards. This is Justin. How can I help you today? Hey, Justin. How are you doing? Doing pretty well, and yourself? I'm fine. I just have a, um, question. Okay, I got a Benefit Card in the mail the other day that I didn't ask for, but when I talked to my boss today, um, she was like, "If you didn't respond or something, it automatically did it," and she told me I could call this number to have it canceled. 'Cause I don't need it, I have my own insurance. Okay, what was the name of that staffing agency? Surge, S-U-R-G-E. And the last four of your Social? 2824. ... see your wall here. And what was your first and last name again? My first name is Reco, R-E-C-O. Last name Bateman, B-A-T-E-M-A-N. And for security purposes, could you verify your home address, including city, state and zip code, Reco? 222 Brinkley Road, Barnesville, Georgia 30204. And confirm your date of birth? August 31st, 1976. And a good telephone number have as 470-454-5001. Five Woodland. 470-74... I mean, 470-754-5001. But I installed- And just to confirm, 470-754-5001? Uh-huh. And the email have as RecoJBateman1436@gmail? Yes. Okay. Um, so yeah, so it looks like Surge automatically enrolled you into that medical plan, um, but I'll go ahead and cancel it for you. But I do want to let you know, cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Mr. Bateman? All right. Thank you. You're welcome. You have a great day, okay? Uh-huh. You too. All right. 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 Cards. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. How are you doing?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: I'm fine. I just have a, um, question. Okay, I got a Benefit Card in the mail the other day that I didn't ask for, but when I talked to my boss today, um, she was like, "If you didn't respond or something, it automatically did it," and she told me I could call this number to have it canceled. 'Cause I don't need it, I have my own insurance.

Speaker speaker\_1: Okay, what was the name of that staffing agency?

Speaker speaker\_2: Surge, S-U-R-G-E.

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

Speaker speaker\_2: 2824.

Speaker speaker\_3: ... see your wall here.

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

Speaker speaker\_2: My first name is Reco, R-E-C-O. Last name Bateman, B-A-T-E-M-A-N.

Speaker speaker\_1: And for security purposes, could you verify your home address, including city, state and zip code, Reco?

Speaker speaker\_2: 222 Brinkley Road, Barnesville, Georgia 30204.

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

Speaker speaker\_2: August 31st, 1976.

Speaker speaker\_1: And a good telephone number have as 470-454-5001.

Speaker speaker\_3: Five Woodland.

Speaker speaker\_2: 470-74... I mean, 470-754-5001.

Speaker speaker\_3: But I installed-

Speaker speaker\_1: And just to confirm, 470-754-5001? Uh-huh. And the email have as RecoJBateman1436@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so yeah, so it looks like Surge automatically enrolled you into that medical plan, um, but I'll go ahead and cancel it for you. But I do want to let you know, cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Mr. Bateman?

Speaker speaker\_2: All right. Thank you.

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

Speaker speaker\_2: Uh-huh. You too.

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