

## **Transcript: Justin**

**Mills-4699647984320512-4915679713869824**

### **Full Transcript**

Can I help you with something? Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes, I received, um, a message from y'all. Do you mind reading out the text message for me? Yes. Um, give me a second. It says, "Congrats on your, on your job with Surge. You will be auto enroll in MCT till it, or with- within 30 days." Is that it? Yeah. The, uh, text message you received was just congratulating you on a job with Surge Staffing and letting you know you'll 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. Are we, are we... Hold on. Hold on. Let me stop this breaking. Okay, so what was the option to it? To either accept the auto enrollment or the option to opt out of it for health insurance. Um, opt out of it. Okay, so Surge Staffing, what's the last four of your social? It's... Give me a second. 0825. And your first and last name? First and last name is Marisol. M-A-R-I-S-O-L. Alvarado. A-L-V-A-R-A-D-O. And for security purposes, could you verify your home address, including city, state and zip code? Yes. Um, give me a second. Oh, Jesus. It's gonna be 3520 C-O-L-L-E-D-N Drive, Lakeland, Florida. And your date of birth? And, uh, date of birth is 06/11/2000. And your telephone number I have is 863-346-0274. Yes. And the email I have is marisolalvarado0611@gmail? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? Um, no, that will be it. You got the zip code al- already, right? 33810, correct. Yes. Oh, okay. Yeah, that will be it. Awesome. Well, you have a wonderful weekend, okay? All right. Bye. Thank you. All right. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Can I help you with something?

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_0: Um, yes, I received, um, a message from y'all.

Speaker speaker\_1: Do you mind reading out the text message for me?

Speaker speaker\_0: Yes. Um, give me a second. It says, "Congrats on your, on your job with Surge. You will be auto enroll in MCT till it, or with- within 30 days." Is that it?

Speaker speaker\_1: Yeah. The, uh, text message you received was just congratulating you on a job with Surge Staffing and letting you know you'll 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\_0: Are we, are we... Hold on. Hold on. Let me stop this breaking. Okay, so what was the option to it?

Speaker speaker\_1: To either accept the auto enrollment or the option to opt out of it for health insurance.

Speaker speaker\_0: Um, opt out of it.

Speaker speaker\_1: Okay, so Surge Staffing, what's the last four of your social?

Speaker speaker\_0: It's... Give me a second. 0825.

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

Speaker speaker\_0: First and last name is Marisol. M-A-R-I-S-O-L. Alvarado. A-L-V-A-R-A-D-O.

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

Speaker speaker\_0: Yes. Um, give me a second. Oh, Jesus. It's gonna be 3520 C-O-L-L-E-D-N Drive, Lakeland, Florida.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_0: And, uh, date of birth is 06/11/2000.

Speaker speaker\_1: And your telephone number I have is 863-346-0274.

Speaker speaker\_0: Yes.

Speaker speaker\_1: And the email I have is marisolalvarado0611@gmail?

Speaker speaker\_0: Yes.

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

Speaker speaker\_0: Um, no, that will be it. You got the zip code al- already, right?

Speaker speaker\_1: 33810, correct.

Speaker speaker\_0: Yes. Oh, okay. Yeah, that will be it.

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

Speaker speaker\_0: All right. Bye. Thank you.

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

Speaker speaker\_0: Bye-bye.