

## **Transcript: Justin**

**Mills-4749776456728576-6003938850979840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Jayme Johnston. Um, I just started a job through Crown Staffing, and I had, uh, um, signed up for their insurance, but I don't need to get the insurance, so I need to cancel that. Okay, so Crown Services. What's the last four of your Social? 8938. And what was your first and last name again? I'm sorry. Jayme, J-A-Y-M-E. Johnston, J-O-H-N-S-T-O-N. And the last four was 8938? Yes. Okay. Here, did you recently just start with Crown Services? Yeah, I've only been here... This is my first week. So I started on Monday. Okay. Um, here, what's your full Social? I may need to create you a file. Uh, it's 312-96-8938. Okay. Yes. So I do have to create you a file. So J-A-Y-M-E, you said? Yes. Okay. And your home address, including city, state, and ZIP code. 9599 Hominy, H-O-M-I-N-Y, Ridge Road, Florence, Indiana 47020. ... zero. And your date of birth? November 13th, 1986. And a good telephone number to have is 812-599-2155? Yes. And do you have a good email? It's, uh, my name, Jayme Johnston, the number 6, @icloud.com. 6@icloud. Okay. Um, so I'll go ahead and opt you out of the benefits before they even make deductions on you. Um, but is there anything else I- Thanks for calling. ... can help you out with today, Jayme? Um, nope, that's it. Awesome. Well, you have a wonderful weekend, okay? You too. Thank you. You're welcome. Bye-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 a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. My name is Jayme Johnston. Um, I just started a job through Crown Staffing, and I had, uh, um, signed up for their insurance, but I don't need to get the insurance, so I need to cancel that.

Speaker speaker\_1: Okay, so Crown Services. What's the last four of your Social?

Speaker speaker\_2: 8938.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: Jayme, J-A-Y-M-E. Johnston, J-O-H-N-S-T-O-N.

Speaker speaker\_1: And the last four was 8938?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Here, did you recently just start with Crown Services?

Speaker speaker\_2: Yeah, I've only been here... This is my first week. So I started on Monday.

Speaker speaker\_1: Okay. Um, here, what's your full Social? I may need to create you a file.

Speaker speaker\_2: Uh, it's 312-96-8938.

Speaker speaker\_1: Okay. Yes. So I do have to create you a file. So J-A-Y-M-E, you said?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And your home address, including city, state, and ZIP code.

Speaker speaker\_2: 9599 Hominy, H-O-M-I-N-Y, Ridge Road, Florence, Indiana 47020.

Speaker speaker\_1: ... zero. And your date of birth?

Speaker speaker\_2: November 13th, 1986.

Speaker speaker\_1: And a good telephone number to have is 812-599-2155?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: It's, uh, my name, Jayme Johnston, the number 6, @icloud.com.

Speaker speaker\_1: 6@icloud. Okay. Um, so I'll go ahead and opt you out of the benefits before they even make deductions on you. Um, but is there anything else I-

Speaker speaker\_2: Thanks for calling.

Speaker speaker\_1: ... can help you out with today, Jayme?

Speaker speaker\_2: Um, nope, that's it.

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

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye.