

## Transcript: Justin

**Mills-4853384642478080-4550449056366592**

### Full Transcript

Thank you for calling Benefits and Incurage. This is Justin. How can I help you today? Hey, I received a text saying that my job at Surge is enrolling me into, like, some type of Meditech or something. Yeah. Uh, the auto enrollment for the insurance? Yeah. How do I cancel that? 'Cause I have insurance. I have Medicaid and, uh, Universal Health. Yeah. I can opt you out of it for surge shopping. What's the last four of your social? Oh, okay. Uh, 20-62. And your first and last name? Charles Harden. H-A-R-D-E-N. And for security purposes, could you verify your home address, including city, state and zip code, Charles? Oh, yeah, for sure. Uh, 22... Oh, 2208 Rustic... Right? You got that? Yes, I do. I'm in Dayton, Ohio... I'm in Dayton, Ohio, and my area code is 45405. And confirm your date of birth for me. Oh, yes. I was born May 05-23-1974. And a good telephone number to have is 937-204-7531. Yes. Excellent phone number. Yes. And the email I have is hardencharles679@gmail? Yes, yes. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Uh-uh, no, you have been helpful. Thank you very much. You're welcome. You have a great day, okay? All right.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Incurage. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, I received a text saying that my job at Surge is enrolling me into, like, some type of Meditech or something.

Speaker speaker\_0: Yeah. Uh, the auto enrollment for the insurance?

Speaker speaker\_1: Yeah. How do I cancel that? 'Cause I have insurance. I have Medicaid and, uh, Universal Health.

Speaker speaker\_0: Yeah. I can opt you out of it for surge shopping. What's the last four of your social?

Speaker speaker\_1: Oh, okay. Uh, 20-62.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Charles Harden. H-A-R-D-E-N.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Charles?

Speaker speaker\_1: Oh, yeah, for sure. Uh, 22... Oh, 2208 Rustic... Right? You got that?

Speaker speaker\_0: Yes, I do.

Speaker speaker\_1: I'm in Dayton, Ohio... I'm in Dayton, Ohio, and my area code is 45405.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: Oh, yes. I was born May 05-23-1974.

Speaker speaker\_0: And a good telephone number to have is 937-204-7531.

Speaker speaker\_1: Yes. Excellent phone number. Yes.

Speaker speaker\_0: And the email I have is hardencharles679@gmail?

Speaker speaker\_1: Yes, yes.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh-uh, no, you have been helpful. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right.