

## **Transcript: Justin**

**Mills-4951772414263296-5239930701922304**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, I got, uh, a benefit card emailed today. And I don't need it, all right. Okay. Do you work for a staffing agency? Surge. Okay. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan usually 30 days after their first paycheck, so that's probably what that is. However, let me try pulling your file for you. What's the last four of your social? 5892. And your first and last name? Darryl Turner. And for security purposes, could you verify your home address including city, state and zip code, Darryl? Uh, 183 North 10th Street, Newark, Ohio 43055. And confirm your date of birth. 06/07/1980. And a good telephone number have as 740-456-7080. Yep. And the email address is darrelturner58@gmail? Yep. Okay. So yes, so looking at the file, it looks like Surge did automatically enrolled you into the medical plan. Um, however, did you want to cancel it? Yeah. Okay. Uh, so let's see here. So I'll go ahead and process the cancellation for you. Um, 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 reductions, but after that you should be officially canceled. Okay, Mr. Turner? Okay. Awesome. Well, is there anything else I can assist you with today? No, sir. Okay. Well, thank you for calling Benefits and A Card and hope you have a wonderful day, all right? Love you too. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, I got, uh, a benefit card emailed today. And I don't need it, all right.

Speaker speaker\_0: Okay. Do you work for a staffing agency?

Speaker speaker\_1: Surge.

Speaker speaker\_0: Okay. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan usually 30 days after their first paycheck, so that's probably what that is. However, let me try pulling your file for you. What's the last four of your social?

Speaker speaker\_1: 5892.

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

Speaker speaker\_1: Darryl Turner.

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

Speaker speaker\_1: Uh, 183 North 10th Street, Newark, Ohio 43055.

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

Speaker speaker\_1: 06/07/1980.

Speaker speaker\_0: And a good telephone number have as 740-456-7080.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email address is darrelturner58@gmail?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So yes, so looking at the file, it looks like Surge did automatically enrolled you into the medical plan. Um, however, did you want to cancel it?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Uh, so let's see here. So I'll go ahead and process the cancellation for you. Um, 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 reductions, but after that you should be officially canceled. Okay, Mr. Turner?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Okay. Well, thank you for calling Benefits and A Card and hope you have a wonderful day, all right?

Speaker speaker\_1: Love you too.

Speaker speaker\_0: All right. Bye-bye.