

## Transcript: Justin

**Mills-5075922890735616-4727848070758400**

### 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? Hey, um, I'm sitting here trying to enroll into the benefits, um, but it's saying I need to call you guys. Yeah, let me check on that. What's that staffing agency you work for? Uh, it's called Integrity. You said "Integrity Trade Services"? Uh, yes. And the last four of your Social? 5876. And what was your first and last name? Uh, Vincent Jason. All right. And for security purposes, can you verify the home address, including city, state and zip code, Vincent? 2036 1st Street, Gary, Indiana, 46404. And your date of birth? 12/11/1995. And does your telephone number have a 702-793-7671? Yes. And the email has vincent.pay....payson@gmail? Yep. Okay, so let's see here. Um, quick question: When did you start with Integrity? I didn't even start yet. I really don't even want the benefits. That's why it's so weird that I gotta do all these steps. I, I, I'm gonna decline it, regardless. Okay. No worries. No worries. Um, so let's see. Mm-hmm. 'Cause the only reason why I asked that was because I see a hire date from 2019. Um, but I'll go ahead and opt you out. Is there anything else that I could help you out with today, Vincent? Oh, no, that would be perfect. Awesome. Well, you have a wonderful day, okay? You, too. Thank you so much. All right, bye-bye. You're welcome. 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: Hey, um, I'm sitting here trying to enroll into the benefits, um, but it's saying I need to call you guys.

Speaker speaker\_1: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker\_2: Uh, it's called Integrity.

Speaker speaker\_1: You said "Integrity Trade Services"?

Speaker speaker\_2: Uh, yes.

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

Speaker speaker\_2: 5876.

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

Speaker speaker\_2: Uh, Vincent Jason.

Speaker speaker\_1: All right. And for security purposes, can you verify the home address, including city, state and zip code, Vincent?

Speaker speaker\_2: 2036 1st Street, Gary, Indiana, 46404.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/11/1995.

Speaker speaker\_1: And does your telephone number have a 702-793-7671?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email has vincent.pay....payson@gmail?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay, so let's see here. Um, quick question: When did you start with Integrity?

Speaker speaker\_2: I didn't even start yet. I really don't even want the benefits. That's why it's so weird that I gotta do all these steps. I, I, I'm gonna decline it, regardless.

Speaker speaker\_1: Okay.

Speaker speaker\_2: No worries.

Speaker speaker\_1: No worries. Um, so let's see.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: 'Cause the only reason why I asked that was because I see a hire date from 2019. Um, but I'll go ahead and opt you out. Is there anything else that I could help you out with today, Vincent?

Speaker speaker\_2: Oh, no, that would be perfect.

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

Speaker speaker\_2: You, too. Thank you so much.

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