

## Transcript: Justin

**Mills-5112522347429888-5070566489636864**

### Full Transcript

Thank you for calling Senior Care. How can I help you today? Hello? Hello, how you doing? Pretty well, and yourself? Mm, I am Jean Paul Senflair. But, eh, you, you, you, you sent me a message yesterday about Surge Doctor and I don't need it. Okay, so you want to opt out of benefits? Yes, and I- I don't need it. But they did it- I understand. ... they gonna take my money and I don't, and I don't need it. I can opt you out. So Surge Staffing wants the last four of your Social. Last four of my Social? Correct. All right, let me give it to you. How do you do? Mm, let me see, your Social now. Hold on. Okay. Het zesentwintig? Het zesentwintig. Uh, like, 23, 20, like, 2341. And for security purposes, can you verify your home address, including city, state and zip code? Uh, zip code, like, 45365. I said your home address, including city, state and zip code. Yes. The zip code, you say? I stated, can you verify your home address, including city- Okay. ... state and zip code? Okay, state, 03 Maywood Place, Sydney, Ohio. And your date of birth? Date of birth? Correct. The, the date of birth. Le 9 et... 12 septembre 1980. Ah, okay. Um, September 12... 19... 80. Okay. Um, 1980. And a good telephone number I have is 937-710-1659. Yes. The email I have is first and last name 06 at gmail. It's um, gmail... . Hold on. By the way, by... email address. Not email. Um, no email, email we didn't use. Email Jean Paul Senflair 06 at gmail.com. Ah, Jean Paul Senflair. Hold on. Jean Paul Senflair... Mm-hmm. ... 06 at google.com. Ah, like, Jean Paul Senflair 06, ah, @gmail.com..com Yeah, so that's the email I just said on file. Um, anyways I'll go ahead and opt the member out. Is there anything else I can help you out with today? Um, I think it's everything. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. And be safe, be safe. God bless you. Oui, merci d'avoir été là pour lui.

### Conversation Format

Speaker speaker\_0: Thank you for calling Senior Care. How can I help you today?

Speaker speaker\_1: Hello? Hello, how you doing?

Speaker speaker\_0: Pretty well, and yourself?

Speaker speaker\_1: Mm, I am Jean Paul Senflair. But, eh, you, you, you, you sent me a message yesterday about Surge Doctor and I don't need it.

Speaker speaker\_0: Okay, so you want to opt out of benefits?

Speaker speaker\_1: Yes, and I- I don't need it. But they did it-

Speaker speaker\_0: I understand.

Speaker speaker\_1: ... they gonna take my money and I don't, and I don't need it.

Speaker speaker\_0: I can opt you out. So Surge Staffing wants the last four of your Social.

Speaker speaker\_1: Last four of my Social?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right, let me give it to you.

Speaker speaker\_2: How do you do?

Speaker speaker\_1: Mm, let me see, your Social now. Hold on.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Het zesentwintig?

Speaker speaker\_3: Het zesentwintig.

Speaker speaker\_1: Uh, like, 23, 20, like, 2341.

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

Speaker speaker\_1: Uh, zip code, like, 45365.

Speaker speaker\_0: I said your home address, including city, state and zip code.

Speaker speaker\_1: Yes. The zip code, you say?

Speaker speaker\_0: I stated, can you verify your home address, including city-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... state and zip code?

Speaker speaker\_1: Okay, state, 03 Maywood Place, Sydney, Ohio.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Date of birth?

Speaker speaker\_0: Correct.

Speaker speaker\_1: The, the date of birth.

Speaker speaker\_2: Le 9 et... 12 septembre 1980.

Speaker speaker\_1: Ah, okay. Um, September 12...

Speaker speaker\_2: 19... 80.

Speaker speaker\_1: Okay. Um, 1980.

Speaker speaker\_0: And a good telephone number I have is 937-710-1659.

Speaker speaker\_1: Yes.

Speaker speaker\_0: The email I have is first and last name 06 at gmail.

Speaker speaker\_1: It's um, gmail... . Hold on. By the way, by... email address. Not email. Um, no email, email we didn't use.

Speaker speaker\_2: Email Jean Paul Senflair 06 at gmail.com.

Speaker speaker\_1: Ah, Jean Paul Senflair. Hold on. Jean Paul Senflair...

Speaker speaker\_2: Mm-hmm. ... 06 at google.com.

Speaker speaker\_1: Ah, like, Jean Paul Senflair 06, ah, @gmail.com..com

Speaker speaker\_0: Yeah, so that's the email I just said on file. Um, anyways I'll go ahead and opt the member out. Is there anything else I can help you out with today?

Speaker speaker\_1: Um, I think it's everything.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: And be safe, be safe. God bless you.

Speaker speaker\_2: Oui, merci d'avoir été là pour lui.