

Transcript: Justin

Mills-5133709129236480-5327944092696576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yes, I think I'm gonna, uh... I was at, uh, one of your clients and, uh, filled out an application and I wanna... I think I wanna opt out of your medical insurance. Okay, no worries. Um, you stated you just filled out a application, is that correct? Yes. Okay, what's the name of that staffing agency? Surge Staffing in Fremont, Ohio. Okay. So, in order for me to create a file in our system to opt you out of Surge's benefits, I need your full social. Okay. 269-82-9054. And your first and last name? Mark Hollis. Hollis. H-O-L-L-I-S? Yes, sir. Okay. And your home address, including city, state, and zip code. Okay. That's 1704 Arrowhead, all one word, Drive in Fremont, Ohio. That's one E. Zip code? Oh, 43420. I'm sorry. No worries. And your date of birth? Uh, 7/18/83. Okay. And a good telephone number I have is 480-263-1187? Yes, sir. Okay. And do you have a good email? Um, no. No worries. Um, so I'll go ahead and opt you out, but is there anything else I could help you out with today, Mark? Uh, no. Thank you. Awesome. Well, we thank you for calling Benefits on a Card and I hope you have a wonderful day, okay? Okay. You too. Bye-bye. All right. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, I think I'm gonna, uh... I was at, uh, one of your clients and, uh, filled out an application and I wanna... I think I wanna opt out of your medical insurance.

Speaker speaker_1: Okay, no worries. Um, you stated you just filled out a application, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, what's the name of that staffing agency?

Speaker speaker_2: Surge Staffing in Fremont, Ohio.

Speaker speaker_1: Okay. So, in order for me to create a file in our system to opt you out of Surge's benefits, I need your full social.

Speaker speaker_2: Okay. 269-82-9054.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Mark Hollis.

Speaker speaker_1: Hollis. H-O-L-L-I-S?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And your home address, including city, state, and zip code.

Speaker speaker_2: Okay. That's 1704 Arrowhead, all one word, Drive in Fremont, Ohio. That's one E.

Speaker speaker_1: Zip code?

Speaker speaker_2: Oh, 43420. I'm sorry.

Speaker speaker_1: No worries. And your date of birth?

Speaker speaker_2: Uh, 7/18/83.

Speaker speaker_1: Okay. And a good telephone number I have is 480-263-1187?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And do you have a good email?

Speaker speaker_2: Um, no.

Speaker speaker_1: No worries. Um, so I'll go ahead and opt you out, but is there anything else I could help you out with today, Mark?

Speaker speaker_2: Uh, no. Thank you.

Speaker speaker_1: Awesome. Well, we thank you for calling Benefits on a Card and I hope you have a wonderful day, okay?

Speaker speaker_2: Okay. You too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.