

Transcript: Justin

Mills-5259678665359360-6464628116373504

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? Hey, I'm Cameron Jones and I was trying to... See, I was trying to, like, cancel my MVP 'cause I didn't really need it, and it won't let me, like, get through this, uh, thing without... 'Cause I have to, like... It's, like, telling me I gotta buy one of these medical and, um, disability stuff, but I, I said I didn't really need it so I declined all of it and I tried to save it. Then it keeps telling me, um, my coverage has been declined for this offering. But when I click on one of these, uh, plans, like the disability, it'll let me go through. Okay, what's the staffing agency you work for? I'm not working for nothing. Like, I'm trying to... I was trying to apply for HomeTrak Staffing. They told me I have to finish, uh, my application, so this the only thing I'm stuck on, and it won't let me get through without me having to pay for- Okay, um, so in order for me to create a file in our system, I need your full social. So, HomeTrak Staffing? Yeah. Full social, please. Why you asking? I... I need your full social to create the file in our system to opt you out of their benefits, because you wanted to opt out of benefits. Is that correct? Yes, sir. Okay, so what's your full social? Oh, you're talking about my social. Oh, I gotcha. Hold up. 678-07-1730. 1730? Yes, sir. Okay. Jones. And your home address, including city, state and zip code. Merlene Drive. Oh. 5836 Merlene Drive, Fort Worth, Texas. Zip code? 76131. And your date of birth? 04/11/2004. And a good telephone number. I have a 682-247-7774. Yeah, that's me. And do you have a good email? CameronA.Jones... Hmm. CameronA@jonesgmail.com. Okay. And so was it asking for a confirmation number by any chance? Repeat that. Was it asking for a confirmation number by any chance, to move on with the application? No. No, it did not. Okay. Well, I went ahead and opted you out of benefits. Is there anything else I can help you out with today, Cameron? No, I think that was it. Okay. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day, okay? Thank you. You, too. You're welcome. Bye-bye. Idiot.

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: Hey, I'm Cameron Jones and I was trying to... See, I was trying to, like, cancel my MVP 'cause I didn't really need it, and it won't let me, like, get through this, uh, thing without... 'Cause I have to, like... It's, like, telling me I gotta buy one of these medical and, um, disability stuff, but I, I said I didn't really need it so I declined all of it and I tried to save it. Then

it keeps telling me, um, my coverage has been declined for this offering. But when I click on one of these, uh, plans, like the disability, it'll let me go through.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_2: I'm not working for nothing. Like, I'm trying to... I was trying to apply for HomeTrak Staffing. They told me I have to finish, uh, my application, so this the only thing I'm stuck on, and it won't let me get through without me having to pay for-

Speaker speaker_1: Okay, um, so in order for me to create a file in our system, I need your full social. So, HomeTrak Staffing?

Speaker speaker_2: Yeah.

Speaker speaker_1: Full social, please.

Speaker speaker_2: Why you asking? I...

Speaker speaker_1: I need your full social to create the file in our system to opt you out of their benefits, because you wanted to opt out of benefits. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so what's your full social?

Speaker speaker_2: Oh, you're talking about my social. Oh, I gotcha. Hold up. 678-07-1730.

Speaker speaker_1: 1730?

Speaker speaker_2: Yes, sir.

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

Speaker speaker_2: Merlene Drive. Oh. 5836 Merlene Drive, Fort Worth, Texas.

Speaker speaker_1: Zip code?

Speaker speaker_2: 76131.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 04/11/2004.

Speaker speaker_1: And a good telephone number. I have a 682-247-7774.

Speaker speaker_2: Yeah, that's me.

Speaker speaker_1: And do you have a good email?

Speaker speaker_2: CameronA.Jones... Hmm. CameronA@jonesgmail.com.

Speaker speaker_1: Okay. And so was it asking for a confirmation number by any chance?

Speaker speaker_2: Repeat that.

Speaker speaker_1: Was it asking for a confirmation number by any chance, to move on with the application?

Speaker speaker_2: No. No, it did not.

Speaker speaker_1: Okay. Well, I went ahead and opted you out of benefits. Is there anything else I can help you out with today, Cameron?

Speaker speaker_2: No, I think that was it.

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

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: You're welcome. Bye-bye. Idiot.