

## **Transcript: Justin**

**Mills-5362584807456768-5183006889656320**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, I'm calling 'cause I received a message from Carlto- Carlton Staffing saying that I've been enrolled in the, uh, MEC Telarex plan, uh, the day after my first check. But I believe I had called, um, I think it was last week to opt out of that benefit plan. Yeah, I can verify- So- ... that for you. Um, so Carlton Staffing, what's the last four of your Social? It's 1099. And your first and last name? First name is Nylene. Last name is Palomo Garcia. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yes. It's 10707 Leawood Boulevard, Houston, Texas 77099. And confirm your date of birth. It's 06/07/1999. And then a good telephone number have is 832-447-5614. Yes. And the email I have is nylenepalomo@gmail? Yes, correct. Okay, so looking at the file, um, you did call on Au- April 30th to opt out of the auto-enrollment. Um, so you have been opted out. Um, that text message that you received was just a courtesy reminder. Um, but future- Mm-hmm. ... text messages, you can disregard those since you have been opted out, okay? Okay, got it. So if I do receive any other messages, I'll still, I'm still opted out from that, um, Okay. ... that's fine. Correct. All right. Okay. Thank you so much for verifying that for me. You're welcome. You have a great day, okay? You as well. Thank you. Bye. You're welcome. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Um, I'm calling 'cause I received a message from Carlto- Carlton Staffing saying that I've been enrolled in the, uh, MEC Telarex plan, uh, the day after my first check. But I believe I had called, um, I think it was last week to opt out of that benefit plan.

Speaker speaker\_0: Yeah, I can verify-

Speaker speaker\_1: So-

Speaker speaker\_0: ... that for you. Um, so Carlton Staffing, what's the last four of your Social?

Speaker speaker\_1: It's 1099.

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

Speaker speaker\_1: First name is Nylene. Last name is Palomo Garcia.

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

Speaker speaker\_1: Yes. It's 10707 Leawood Boulevard, Houston, Texas 77099.

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

Speaker speaker\_1: It's 06/07/1999.

Speaker speaker\_0: And then a good telephone number have is 832-447-5614.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is nylenepalomo@gmail?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay, so looking at the file, um, you did call on Au- April 30th to opt out of the auto-enrollment. Um, so you have been opted out. Um, that text message that you received was just a courtesy reminder. Um, but future-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... text messages, you can disregard those since you have been opted out, okay?

Speaker speaker\_1: Okay, got it. So if I do receive any other messages, I'll still, I'm still opted out from that, um,

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that's fine.

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right. Okay. Thank you so much for verifying that for me.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You as well. Thank you. Bye.

Speaker speaker\_0: You're welcome. Bye-bye.