

## **Transcript: Justin**

**Mills-5383197615931392-4954326340943872**

### **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? Hi. Um, I just had... My recent employer said I had 30 days to enroll. I just want to make s-... I want to opt out. Would you- What's the staffing agency you work for? Cara or Verstella. And the last four of your Social? 4761. And what was your first and last name? Michael Vargas. And for security purposes, could you verify the home address, including city, state and zip code, Michael? Uh... One second. Damn. Is... Is it 13668 South East Seascapes? Looks like I have a different address on file. Um, all right then. Hold on. If it's, um... 1626 Magnolia Boulevard. Okay. Is that a current address or an old address? Huh? Is that a current address or an old address? Well, it's a mailing address. It's my family's address. It's the one on my license. No worries. Uh, confirm your date of birth. Uh, 11/24/86. And a good telephone number I have is 425-894-5886. Yep. And the email I have is vargasmike859 at gmail? Uh-huh. Okay, so I'll go ahead and opt you out, but is there anything else I could help you out with today? No, that's it. Okay. Thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? You too. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Um, I just had... My recent employer said I had 30 days to enroll. I just want to make s-... I want to opt out. Would you-

Speaker speaker\_1: What's the staffing agency you work for?

Speaker speaker\_2: Cara or Verstella.

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

Speaker speaker\_2: 4761.

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

Speaker speaker\_2: Michael Vargas.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code, Michael?

Speaker speaker\_2: Uh... One second. Damn. Is... Is it 13668 South East Seascape?

Speaker speaker\_1: Looks like I have a different address on file.

Speaker speaker\_2: Um, all right then. Hold on. If it's, um... 1626 Magnolia Boulevard.

Speaker speaker\_1: Okay. Is that a current address or an old address?

Speaker speaker\_2: Huh?

Speaker speaker\_1: Is that a current address or an old address?

Speaker speaker\_2: Well, it's a mailing address. It's my family's address. It's the one on my license.

Speaker speaker\_1: No worries. Uh, confirm your date of birth.

Speaker speaker\_2: Uh, 11/24/86.

Speaker speaker\_1: And a good telephone number I have is 425-894-5886.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And the email I have is vargasmike859 at gmail?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay, so I'll go ahead and opt you out, but is there anything else I could help you out with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: Okay. Thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: All right. Bye-bye.