

## **Transcript: Justin**

**Mills-5488803107225600-5953129001697280**

### **Full Transcript**

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hey, um, this is Jalen Prince. I had got a text about something called "enroll in MEC." Yeah. So, that text message you received was a courtesy reminder from your employer, Surge, letting you know you'd be automatically enrolled into one of their medical plans offered through them. So, you have the option to either accept it, or the option to opt out of it, for health insurance. Yes. I would like to decline it, 'cause I just got off the phone with Surge. Okay. No worries. So, Surge Staffing, what's the last four of your social? All right. Hold on real quick. One second. It's 3214, bro. 3214? Yes. And for security purposes, could you verify your home address, including city, state and zip code, Jalen? 26030 Weaville Road. And your date of birth? June 20, 19, 2000. Let's see. And a good telephone number I have is 334-349-9595? Yes. And the email I have jalenprince34 at gmail? Yes. Okay. So, I'll go ahead and opt you out. Is there anything else I can assist you with today? It's good. Everything good. Awesome. Well, you have a wonderful day, okay? All right. You, too. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, um, this is Jalen Prince. I had got a text about something called "enroll in MEC."

Speaker speaker\_0: Yeah. So, that text message you received was a courtesy reminder from your employer, Surge, letting you know you'd be automatically enrolled into one of their medical plans offered through them. So, you have the option to either accept it, or the option to opt out of it, for health insurance.

Speaker speaker\_1: Yes. I would like to decline it, 'cause I just got off the phone with Surge.

Speaker speaker\_0: Okay. No worries. So, Surge Staffing, what's the last four of your social?

Speaker speaker\_1: All right. Hold on real quick. One second. It's 3214, bro.

Speaker speaker\_0: 3214?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: 26030 Weaville Road.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: June 20, 19, 2000. Let's see.

Speaker speaker\_0: And a good telephone number I have is 334-349-9595?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have jalenprince34 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: It's good. Everything good.

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

Speaker speaker\_1: All right. You, too.

Speaker speaker\_0: All right. Bye-bye.