

## **Transcript: Justin**

**Mills-5493509151309824-4633765796691968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yeah. How you doing, Justin? I wanna see if I could opt out the insurance for you guys. Yeah. Um, what's the agency you work for? Uh, Surge. And the last four of your social? 6998. And what was your first and last name? Sean Burnham. And for security purposes, can you verify your home address, including city, state and zip code, Sean? Sure. It's 862 Clarence O'Dell Road, Bowling Green, Kentucky 42101. And confirm your date of birth? 12/30/'76. And a good telephone number I have is 270-599-6727. That's correct. And the email I have is seanburnham360@Gmail? Mm-hmm. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? No, that's it, sir. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. You're welcome. 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 Occur. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah. How you doing, Justin? I wanna see if I could opt out the insurance for you guys.

Speaker speaker\_1: Yeah. Um, what's the agency you work for?

Speaker speaker\_2: Uh, Surge.

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

Speaker speaker\_2: 6998.

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

Speaker speaker\_2: Sean Burnham.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Sean?

Speaker speaker\_2: Sure. It's 862 Clarence O'Dell Road, Bowling Green, Kentucky 42101.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 12/30/'76.

Speaker speaker\_1: And a good telephone number I have is 270-599-6727.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is seanburnham360@Gmail?

Speaker speaker\_2: Mm-hmm.

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

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

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Thank you. You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.