

Transcript: Justin

Mills-5520919894474752-6214695558365184

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, I'm trying to see, figure out what- what is the, yeah, what's the benefit with the card? Um, so us at Benefits in a Card, we're the benefit administrators for staffing agencies. However, did you receive a text message or something like that? Yeah. That's what I was trying to figure out what, I mean, what is that exactly? Yeah, so that text message that you probably received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance. I might have health insurance. I was trying to opt out of that. I thought I, I was like enrolling. Okay, no worries. I can opt you out. So Surge Staffing, what's the last four of your social? Uh, 0174. And what was your first and last name? Uh, James Garrison. And for security purposes, could you verify your home address, including city, state and zip code? Uh, my home address would be 14, um, is it at 30 Shannon Street? Looks like I have a different address on file. Yeah. Um, yeah, I forget what address I used, 'cause currently right now I'm, I'm staying with a- a family member. I picked their address. That's what I was trying to figure out. Confirm your full social for me. Uh, the full social? Correct. Uh, 295-940-174. Okay, so the address we have on file is 510 Parrott Street in Dayton, Ohio. Oh, okay. Yeah, that's- that's my brother's place. Okay, confirm your date of birth for me. Uh, 3/26/92. And a good telephone number has 937-307-0634. Yeah. And the email it has is garrisonpj@icloud.com. Uh, yeah. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? No. Yeah, I figured if that's what it was, I saw it calling the number to- to verify, I- I didn't want to opt in for that. Awesome. Well, you have a wonderful day, okay? All right, appreciate it. All right, 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: Yeah, I'm trying to see, figure out what- what is the, yeah, what's the benefit with the card?

Speaker speaker_0: Um, so us at Benefits in a Card, we're the benefit administrators for staffing agencies. However, did you receive a text message or something like that?

Speaker speaker_1: Yeah. That's what I was trying to figure out what, I mean, what is that exactly?

Speaker speaker_0: Yeah, so that text message that you probably received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker_1: I might have health insurance. I was trying to opt out of that. I thought I, I was like enrolling.

Speaker speaker_0: Okay, no worries. I can opt you out. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: Uh, 0174.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, James Garrison.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Uh, my home address would be 14, um, is it at 30 Shannon Street?

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Yeah. Um, yeah, I forget what address I used, 'cause currently right now I'm, I'm staying with a- a family member. I picked their address. That's what I was trying to figure out.

Speaker speaker_0: Confirm your full social for me.

Speaker speaker_1: Uh, the full social?

Speaker speaker_0: Correct.

Speaker speaker_1: Uh, 295-940-174.

Speaker speaker_0: Okay, so the address we have on file is 510 Parrott Street in Dayton, Ohio.

Speaker speaker_1: Oh, okay. Yeah, that's- that's my brother's place.

Speaker speaker_0: Okay, confirm your date of birth for me.

Speaker speaker_1: Uh, 3/26/92.

Speaker speaker_0: And a good telephone number has 937-307-0634.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email it has is garrisonpj@icloud.com.

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_1: No. Yeah, I figured if that's what it was, I saw it calling the number to- to verify, I- I didn't want to opt in for that.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right, appreciate it.

Speaker speaker_0: All right, bye-bye.