

## **Transcript: Justin**

**Mills-5527973700616192-6459656897609728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yeah, I just got a text from my temp agency saying to call you guys about the benefit enrollment. Yeah, that text message you received was just a courtesy reminder from your staffing agency, uh, congratulating you on your job with Surge Staffing- Mm-hmm. ... letting you know you'll be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. All right, I'm gonna opt out of it 'cause I have Medicaid. I don't need any of that. Okay, no worries. So Surge Staffing, what's the last four of your social? Uh, 2161. And what was your first and last name again? Jordan Zimmerman. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Jordan? Yeah, it's 1471 Troy Road, and it's in Ashland, Ohio, and it's 44805. And confirm your date of birth? November 8th of 1990. And a good telephone number have is 419-961-3441. Yep, that's my cell phone. And the email I have is jrzt11890 at gmail? Yep. Okay, so I'll go ahead and opt you out. Was there anything else I could help you out with today? No, that was it, man. That's all I needed. Awesome. Well, you have a wonderful day, okay? All right, yep, you as well. Mm-bye. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yeah, I just got a text from my temp agency saying to call you guys about the benefit enrollment.

Speaker speaker\_1: Yeah, that text message you received was just a courtesy reminder from your staffing agency, uh, congratulating you on your job with Surge Staffing-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... letting you know you'll be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker\_2: All right, I'm gonna opt out of it 'cause I have Medicaid. I don't need any of that.

Speaker speaker\_1: Okay, no worries. So Surge Staffing, what's the last four of your social?

Speaker speaker\_2: Uh, 2161.

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

Speaker speaker\_2: Jordan Zimmerman.

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

Speaker speaker\_2: Yeah, it's 1471 Troy Road, and it's in Ashland, Ohio, and it's 44805.

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

Speaker speaker\_2: November 8th of 1990.

Speaker speaker\_1: And a good telephone number have is 419-961-3441.

Speaker speaker\_2: Yep, that's my cell phone.

Speaker speaker\_1: And the email I have is jrj11890 at gmail?

Speaker speaker\_2: Yep.

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

Speaker speaker\_2: No, that was it, man. That's all I needed.

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

Speaker speaker\_2: All right, yep, you as well. Mm-bye.

Speaker speaker\_1: Thank you. Bye-bye.