## **Transcript: Justin**

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## **Full Transcript**

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hi, Justin. I was calling to see if I can opt out of the benefits that, um, they're offering me? Yeah. What's the staffing agency you work for? Carlton. And the last four of your social? Uh, 9910. And your first and last name? Cassandra Citizen. And for security purposes, can you verify your home address, including city, state and zip code, Cassandra? 1403 Grand Valley Drive, Houston, Texas 77090. And your date of birth? 03/05/76. And a good telephone number I have is 346-347-0300. 300. And the email I have is citizen@gmail-@gmail.com. Yes. Mm-hmm. Okay. So I'll go ahead and opt you out. Was there anything else I could assist you with today? Um, that's about it. You've been wonderful. Enjoy the rest of your day. You do the same, okay? Thank you so much. Okay. Bye-bye. Bye.

## **Conversation Format**

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

Speaker speaker\_1: Hi, Justin. I was calling to see if I can opt out of the benefits that, um, they're offering me?

Speaker speaker\_0: Yeah. What's the staffing agency you work for?

Speaker speaker\_1: Carlton.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Uh, 9910.

Speaker speaker 0: And your first and last name?

Speaker speaker\_1: Cassandra Citizen.

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

Speaker speaker\_1: 1403 Grand Valley Drive, Houston, Texas 77090.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 03/05/76.

Speaker speaker\_0: And a good telephone number I have is 346-347-0300.

Speaker speaker\_1: 300.

Speaker speaker\_0: And the email I have is citizen@gmail-

Speaker speaker\_1: @gmail.com. Yes. Mm-hmm.

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

Speaker speaker\_1: Um, that's about it. You've been wonderful. Enjoy the rest of your day.

Speaker speaker\_0: You do the same, okay?

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Okay. Bye-bye.

Speaker speaker\_1: Bye.