

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi, Justin. My name's Greg. I'm calling to opt out of a Benefits In A Card. Okay. What's the staffing agency you work for? Uh, Surge Staffing. S-U-R-G-E. And the last four of your Social? 2044. And what was your last name, Greg? Snyder. S-N-Y... D-E-R. And did you recently just start with Surge Staffing? Yeah, I'm even- I'm doing the enrollment process, onboarding right now. Okay. 'Cause wasn't seeing your file in our system just yet, so in order for me to create the file in our system to opt you out of Surge's benefits, I need your full Social. Uh, well 5... 534-82-2044. Mm-hmm. And your home address, including city, state and zip code. Mm-hmm. It's 146 Loblolly. L-O-B-L-O-L-L-Y. Loblolly Drive, Spartanburg... . In South Carolina. Uh, 29303. And con- your date of birth? Uh, 7/26/1967. And a good telephone number I have is 585-727-4891. That is correct. And do you have a good email? Yes. That's, uh, my name, it's Greg, G-R-E-G S-N-Y-D-E-R, and number 2@yahoo.com. So it's gregsnnyder2@yahoo.com. Okay. Um, so I'll go ahead and opt you out. Is there anything else I could help you out with today, Greg? Nope, that's great, Justin. Thank you so much. You're welcome. You have a great day, okay? Take care now. Bye. All right, goodbye.

### **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: Hi, Justin. My name's Greg. I'm calling to opt out of a Benefits In A Card.

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

Speaker speaker\_1: Uh, Surge Staffing. S-U-R-G-E.

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

Speaker speaker\_1: 2044.

Speaker speaker\_0: And what was your last name, Greg?

Speaker speaker\_1: Snyder. S-N-Y... D-E-R.

Speaker speaker\_0: And did you recently just start with Surge Staffing?

Speaker speaker\_1: Yeah, I'm even- I'm doing the enrollment process, onboarding right now.

Speaker speaker\_0: Okay. 'Cause wasn't seeing your file in our system just yet, so in order for me to create the file in our system to opt you out of Surge's benefits, I need your full Social.

Speaker speaker\_1: Uh, well 5... 534-82-2044.

Speaker speaker\_0: Mm-hmm. And your home address, including city, state and zip code.

Speaker speaker\_1: Mm-hmm. It's 146 Loblolly. L-O-B-L-O-L-L-Y. Loblolly Drive, Spartanburg... . In South Carolina. Uh, 29303.

Speaker speaker\_0: And con- your date of birth?

Speaker speaker\_1: Uh, 7/26/1967.

Speaker speaker\_0: And a good telephone number I have is 585-727-4891.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Yes. That's, uh, my name, it's Greg, G-R-E-G S-N-Y-D-E-R, and number 2@yahoo.com. So it's gregsnyder2@yahoo.com.

Speaker speaker\_0: Okay. Um, so I'll go ahead and opt you out. Is there anything else I could help you out with today, Greg?

Speaker speaker\_1: Nope, that's great, Justin. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Take care now. Bye.

Speaker speaker\_0: All right, goodbye.