

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Uh, this is Carlos White, and I work at the, um, uh, Flex Hall on 96th and Stony Island, and I work through Integrity Agency. Mm-hmm. Okay, then, uh, I talked to a lady, uh, Friday, no Thursday, and she text me a number for the insurance. And she told me to call and let you guys know, uh, that I didn't need the insurance. Okay, so you want me to opt out of the benefits? Yeah, I don't, I don't need it right now. Okay, so Integrity Trade Services. What's the last four of your Social? Uh, 6945. And what was your first and last name again? I'm sorry. Carlos White. Carlos White. And did you recently just start with Integrity? I did. Uh, my first day was, uh, May 6th. Okay, 'cause I 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 Integrity's benefits, I need your full Social. It's 342-66-6945. And your home address, including city, state and zip code? 6700, uh, Oglesby, that's O-G-L-E-S-B-Y, Avenue, uh, Chicago, Illinois, 60649. May I confirm your date of birth? June 27th of 1967. And a good telephone number. Have a 773-414-6559? That's it. And do you have a good email by any chance? It's whitecarlos496@gmail.com. Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today, Mr. White? No, that's it. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Uh, this is Carlos White, and I work at the, um, uh, Flex Hall on 96th and Stony Island, and I work through Integrity Agency.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, then, uh, I talked to a lady, uh, Friday, no Thursday, and she text me a number for the insurance. And she told me to call and let you guys know, uh, that I didn't need the insurance.

Speaker speaker_0: Okay, so you want me to opt out of the benefits?

Speaker speaker_1: Yeah, I don't, I don't need it right now.

Speaker speaker_0: Okay, so Integrity Trade Services. What's the last four of your Social?

Speaker speaker_1: Uh, 6945.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Carlos White.

Speaker speaker_0: Carlos White. And did you recently just start with Integrity?

Speaker speaker_1: I did. Uh, my first day was, uh, May 6th.

Speaker speaker_0: Okay, 'cause I 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 Integrity's benefits, I need your full Social.

Speaker speaker_1: It's 342-66-6945.

Speaker speaker_0: And your home address, including city, state and zip code?

Speaker speaker_1: 6700, uh, Oglesby, that's O-G-L-E-S-B-Y, Avenue, uh, Chicago, Illinois, 60649.

Speaker speaker_0: May I confirm your date of birth?

Speaker speaker_1: June 27th of 1967.

Speaker speaker_0: And a good telephone number. Have a 773-414-6559?

Speaker speaker_1: That's it.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: It's whitecarlos496@gmail.com.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today, Mr. White?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.