

Transcript: Justin

Mills-5591408517267456-5335046616989696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. Thank you for calling... This is Justin. Hello? Thank you for calling Benefits and Accords. This is Justin, how can I- Um, hi. Um, this is, um, Modou Diop. I was calling to that receive, um, a text message from Surge. They said, like, they would be, um... Do you have insurance, right? You provide insurance? Uh, we're the benefit administrators for Surge Staffing. Yes, we deal with their health insurance. Yeah. Yeah. So they said, like, they asked me to call you back if I wanted to cancel it before they auto-enroll me. Okay. So you wanted to opt out of benefits? Yes. Okay. So Surge Staffing, what's the last four of your Social? Um, the last four? Hold on a second. Um, I don't remember it. Um, it's 7280. And what was your first and last name? Um, Modou Diop. M-O-D-O-U Diop, D-I-O-P. Okay. You said you recently just started with, uh, Surge Staffing, correct? Yeah. Okay. Um, I need your full Social. Um, 78270-7280. Okay. I've got you. And for security purposes, can you verify your home address, including city, state and zip code? Oh, yeah. Uh, 1515 Kenwood Drive, Sidney, Ohio 45365. Uh, looks like I have a different address on file. Oh. Is it, uh, um, 943 Kebata Avenue? Correct. Is that your old address or current address? Yeah, that's, uh, that, uh, that's my old address. I just recently moved. Yeah. Okay. What's your new address, so I can go ahead and update it? Oh, yeah. 1515 Kenwood Drive, Sidney, Ohio. Apartment D. Zip code? 45365. Okay. And confirm your date of birth. Excuse... Can you say that again, sir? Uh, verify your date of birth. Oh. January the 1st, 1994. And a good telephone number I have is 937-618-5881. Yes. And the email I have is your last name first name 331 at gmail? Yep. Okay. So I'll go ahead and opt you out, but is there anything else I could help you out with today? Oh, that'll be it. Thank you. You're welcome. You have a great weekend, okay? Uh, you too. Thanks. Okay. Bye-bye. Bye. Okay, I'm not gonna

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Okay. Thank you for calling... This is Justin.

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Justin, how can I-

Speaker speaker_2: Um, hi. Um, this is, um, Modou Diop. I was calling to that receive, um, a text message from Surge. They said, like, they would be, um... Do you have insurance, right? You provide insurance?

Speaker speaker_1: Uh, we're the benefit administrators for Surge Staffing. Yes, we deal with their health insurance.

Speaker speaker_2: Yeah. Yeah. So they said, like, they asked me to call you back if I wanted to cancel it before they auto-enroll me.

Speaker speaker_1: Okay. So you wanted to opt out of benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So Surge Staffing, what's the last four of your Social?

Speaker speaker_2: Um, the last four? Hold on a second. Um, I don't remember it. Um, it's 7280.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Um, Modou Diop. M-O-D-O-U Diop, D-I-O-P.

Speaker speaker_1: Okay. You said you recently just started with, uh, Surge Staffing, correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, I need your full Social.

Speaker speaker_2: Um, 78270-7280.

Speaker speaker_1: Okay. I've got you. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Oh, yeah. Uh, 1515 Kenwood Drive, Sidney, Ohio 45365.

Speaker speaker_1: Uh, looks like I have a different address on file.

Speaker speaker_2: Oh. Is it, uh, um, 943 Kebata Avenue?

Speaker speaker_1: Correct. Is that your old address or current address?

Speaker speaker_2: Yeah, that's, uh, that, uh, that's my old address. I just recently moved. Yeah.

Speaker speaker_1: Okay. What's your new address, so I can go ahead and update it?

Speaker speaker_2: Oh, yeah. 1515 Kenwood Drive, Sidney, Ohio. Apartment D.

Speaker speaker_1: Zip code?

Speaker speaker_2: 45365.

Speaker speaker_1: Okay. And confirm your date of birth.

Speaker speaker_2: Excuse... Can you say that again, sir?

Speaker speaker_1: Uh, verify your date of birth.

Speaker speaker_2: Oh. January the 1st, 1994.

Speaker speaker_1: And a good telephone number I have is 937-618-5881.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is your last name first name 331 at gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So I'll go ahead and opt you out, but is there anything else I could help you out with today?

Speaker speaker_2: Oh, that'll be it. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Uh, you too. Thanks.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_2: Bye. Okay, I'm not gonna