

## **Transcript: Justin**

**Mills-5658030969896960-5261299606274048**

### **Full Transcript**

Thank you for calling Benefits and Occurrences. I'm Justin. How can I help you today? Hi, I was told I need to call to opt out of the benefits. Okay. What's the staffing agency you work for? Um, Carlton Staffing. And the last four of your Social? 6550. And did you recently just start with Carlton Staffing? Yes, yesterday. Okay. 'Cause it wasn't saying your file in our system just yet, and so in order for me to create the file in our system to opt you out of Carlton Staffing's benefits, I need your full Social. Okay. 631-60-6550. And just to confirm, 631-60-6550? Yes. And what was your first and last name? Omunique Perkins. Can you spell your first name for me? It's O-M-U-N-I-Q-U-E. And last name Perkins? Yes. Okay. And your home address, including city, state and zip code? Um, 22155 Wildwood Park Road, Richmond, Texas 77469. The apartment... 'Cause I just moved, so it's either going to be 611 or 132. Okay. Let's see. And what was the zip code, one more time? 77469. And your date of birth? 12/22/97. And a good telephone number has 346-302-5828? Correct. And do you have a good email? It's my first name, underscore, my last name, at Yahoo. Omunique Perkins at Yahoo? Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Miss Perkins? Well, 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 Occurrences. I'm Justin. How can I help you today?

Speaker speaker\_1: Hi, I was told I need to call to opt out of the benefits.

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

Speaker speaker\_1: Um, Carlton Staffing.

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

Speaker speaker\_1: 6550.

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

Speaker speaker\_1: Yes, yesterday.

Speaker speaker\_0: Okay. 'Cause it wasn't saying your file in our system just yet, and so in order for me to create the file in our system to opt you out of Carlton Staffing's benefits, I need

your full Social.

Speaker speaker\_1: Okay. 631-60-6550.

Speaker speaker\_0: And just to confirm, 631-60-6550?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Omunique Perkins.

Speaker speaker\_0: Can you spell your first name for me?

Speaker speaker\_1: It's O-M-U-N-I-Q-U-E.

Speaker speaker\_0: And last name Perkins?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And your home address, including city, state and zip code?

Speaker speaker\_1: Um, 22155 Wildwood Park Road, Richmond, Texas 77469. The apartment... 'Cause I just moved, so it's either going to be 611 or 132.

Speaker speaker\_0: Okay. Let's see. And what was the zip code, one more time?

Speaker speaker\_1: 77469.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 12/22/97.

Speaker speaker\_0: And a good telephone number has 346-302-5828?

Speaker speaker\_1: Correct.

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

Speaker speaker\_1: It's my first name, underscore, my last name, at Yahoo.

Speaker speaker\_0: Omunique Perkins at Yahoo? Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Miss Perkins?

Speaker speaker\_1: Well, 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.