

Transcript: Justin

Mills-5703403095146496-6543765590196224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yeah. How you doing? Uh, I went to, uh, an unemployment agency yesterday called Surge, and as I was filling out the application, they had that, uh, this benefit thing which I'm talking to you about now, and, uh, it said you had to automatically had to approve it and press yes. But I explained to the lady I have my own health insurance and benefits. So she gave me this number just to call to opt out of it. Okay. And you said you recently just started with them, correct? Uh, yes. I went down there yesterday, and, uh, when I filled out the application, I had to do something online over there, and that benefit card came up and didn't have an option of whether, uh, yeah or, or no. It just said yes. And I as- I asked her about it, and she said, "You have to press yes." And then it, but if you don't want it, to call this number and just opt out of it. Okay. So in order for me to create a file in our system to opt you out of Surge's benefits, I need your full social. My full social is, uh, 091707430. And your first and last name? Edwin Rodriguez. And your home address including city, state, and ZIP code. 5612 Ree Drive, that's R-E-E Drive, Lewisville, Kentucky. ZIP code 40216. And your date of birth? January 16, 1971. And a good telephone number f- I have is 502-641-6142. Yes, that's correct. And do you have a good email by any chance? Email is erod016@gmail.com. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Edwin? No, that'd be it. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. How you doing? Uh, I went to, uh, an unemployment agency yesterday called Surge, and as I was filling out the application, they had that, uh, this benefit thing which I'm talking to you about now, and, uh, it said you had to automatically had to approve it and press yes. But I explained to the lady I have my own health insurance and benefits. So she gave me this number just to call to opt out of it.

Speaker speaker_1: Okay. And you said you recently just started with them, correct?

Speaker speaker_2: Uh, yes. I went down there yesterday, and, uh, when I filled out the application, I had to do something online over there, and that benefit card came up and didn't

have an option of whether, uh, yeah or, or no. It just said yes. And I as- I asked her about it, and she said, "You have to press yes." And then it, but if you don't want it, to call this number and just opt out of it.

Speaker speaker_1: Okay. So in order for me to create a file in our system to opt you out of Surge's benefits, I need your full social.

Speaker speaker_2: My full social is, uh, 091707430.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Edwin Rodriguez.

Speaker speaker_1: And your home address including city, state, and ZIP code.

Speaker speaker_2: 5612 Ree Drive, that's R-E-E Drive, Lewisville, Kentucky. ZIP code 40216.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 16, 1971.

Speaker speaker_1: And a good telephone number f- I have is 502-641-6142.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And do you have a good email by any chance?

Speaker speaker_2: Email is erod016@gmail.com.

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

Speaker speaker_2: No, that'd be it. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.