

Transcript: Justin

Mills-5741536297009152-5625314750414848

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I had got a text that said I would be enrolled in... I'm trying to see what was the text about. Yeah, the text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled in one of some of the medical plans offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Oh, yes, I want to opt out of it. Okay, no worries. So Surge Staffing. What's the last four of your Social? 3617. You said 4617? No, 3617. Can you hear me? Three- Yeah, 3617. Okay. And what was your first and last name? I'm at work so I found it was kinda loud. I'm sorry. Uh, Jordan Reed. Jordan, okay. And for security purposes, could you verify your home address including city, state and zip code, Jordan? Yes, um, uh, hold on. Give me one second. I did move this, so give me one second. Oh, I got it right here. Hold on. Yes, sir. It's, um, it's 4132 Cart Michael Road, Apartment 402, Montgomery, Alabama, 36106. And confirm your date of birth? April 19th, 1996. And a good telephone number have us 334-931-4180? Yes, that's it. And the email have us jordanreed22.jr@gmail? Yes, sir. Yes, sir. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? No, sir. That's it. Awesome. Well, you have a wonderful day, okay? You're doing fine. All right, bye-bye.

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: Yes, I had got a text that said I would be enrolled in... I'm trying to see what was the text about.

Speaker speaker_0: Yeah, the text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled in one of some of the medical plans offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_1: Oh, yes, I want to opt out of it.

Speaker speaker_0: Okay, no worries. So Surge Staffing. What's the last four of your Social?

Speaker speaker_1: 3617.

Speaker speaker_0: You said 4617?

Speaker speaker_1: No, 3617. Can you hear me?

Speaker speaker_0: Three- Yeah, 3617. Okay. And what was your first and last name?

Speaker speaker_1: I'm at work so I found it was kinda loud. I'm sorry. Uh, Jordan Reed.

Speaker speaker_0: Jordan, okay. And for security purposes, could you verify your home address including city, state and zip code, Jordan?

Speaker speaker_1: Yes, um, uh, hold on. Give me one second. I did move this, so give me one second. Oh, I got it right here. Hold on. Yes, sir. It's, um, it's 4132 Cart Michael Road, Apartment 402, Montgomery, Alabama, 36106.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: April 19th, 1996.

Speaker speaker_0: And a good telephone number have us 334-931-4180?

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: And the email have us jordanreed22.jr@gmail?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You're doing fine.

Speaker speaker_0: All right, bye-bye.