

## **Transcript: Justin**

**Mills-5747244915146752-6422162350718976**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, buddy. Uh, I just got a text message from you guys, uh, today. I work for Surge. It says that I'll be automatically enrolled into M-E-C TeleREX or TelREX. Yeah. So that text message you received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one 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. Okay. How do I opt out of that? Because I pay for my own health insurance. Yeah. I can opt you out of it for Surge Staffing. What's the last four of your social? 8841. And what was your first and last name? First name's Dennis. Last name Capper, spelled C-A-P-P-E-R. And for security purposes, can you verify your home address, including city, state and zip code, Dennis? It's 128 Hedges Street, Mansfield, Ohio 44902. A few nipples. And your date of birth? 09/22/84. And a good telephone number I have is 419-543-2667. Yep. And the email I have is capperdennis618@gmail.com. Yep. Okay. So I'll go ahead and opt you out. Was there anything else I could assist you with today? No. No, that's it. Awesome. Well, you have a wonderful weekend, okay? All right. You too. Bye. All right. Buh-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: Hey, buddy. Uh, I just got a text message from you guys, uh, today. I work for Surge. It says that I'll be automatically enrolled into M-E-C TeleREX or TelREX.

Speaker speaker\_0: Yeah. So that text message you received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one 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: Okay. How do I opt out of that? Because I pay for my own health insurance.

Speaker speaker\_0: Yeah. I can opt you out of it for Surge Staffing. What's the last four of your social?

Speaker speaker\_1: 8841.

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

Speaker speaker\_1: First name's Dennis. Last name Capper, spelled C-A-P-P-E-R.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Dennis?

Speaker speaker\_1: It's 128 Hedges Street, Mansfield, Ohio 44902. A few nipples.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 09/22/84.

Speaker speaker\_0: And a good telephone number I have is 419-543-2667.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is capperdennis618@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So I'll go ahead and opt you out. Was there anything else I could assist you with today?

Speaker speaker\_1: No. No, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_1: All right. You too. Bye.

Speaker speaker\_0: All right. Buh-bye.