

## **Transcript: Justin**

**Mills-5801505783332864-5274969200181248**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center at Carlton. This is Justin. How can I help you today? Hello. My name is Dalvin Clifford. I wanted to, uh, reject all the benefits for my, um, job benefit. So you want to opt out of benefits? Yes. Okay. What's the staffing agency you work for? Carlton Staffing. And the last four of your Social? 7404. Here, did you recently just start with Carlton Staffing? Yes. I just got my first paycheck today. Okay, 'cause I wasn't seeing your file in our system just yet. So in order for me to create the file in our system to opt you out of their benefits, I need your full Social. 619-64-7404. And just to confirm, 619-64-7404? Yes. And what was your first and last name? Dalvin Clifford. And your home address, including city, state and zip code. 6425 Bankside Drive, Apartment 2145, Houston, Texas 77096. And your date of birth? May 6th, 1993. And a good telephone number has 571-358-2580. Yes. And do you have a good email? Uh, dalvin5693@hotmail.com. So I'm going to opt you out. Is there anything else I could help you out with today, Dalvin? No, that was all. Thank you. You're welcome. You have a great weekend, okay? Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center at Carlton. This is Justin. How can I help you today?

Speaker speaker\_2: Hello. My name is Dalvin Clifford. I wanted to, uh, reject all the benefits for my, um, job benefit.

Speaker speaker\_1: So you want to opt out of benefits?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Carlton Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 7404.

Speaker speaker\_1: Here, did you recently just start with Carlton Staffing?

Speaker speaker\_2: Yes. I just got my first paycheck today.

Speaker speaker\_1: Okay, 'cause I wasn't seeing your file in our system just yet. So in order for me to create the file in our system to opt you out of their benefits, I need your full Social.

Speaker speaker\_2: 619-64-7404.

Speaker speaker\_1: And just to confirm, 619-64-7404?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Dalvin Clifford.

Speaker speaker\_1: And your home address, including city, state and zip code.

Speaker speaker\_2: 6425 Bankside Drive, Apartment 2145, Houston, Texas 77096.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: May 6th, 1993.

Speaker speaker\_1: And a good telephone number has 571-358-2580.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: Uh, dalvin5693@hotmail.com.

Speaker speaker\_1: So I'm going to opt you out. Is there anything else I could help you out with today, Dalvin?

Speaker speaker\_2: No, that was all. Thank you.

Speaker speaker\_1: You're welcome. You have a great weekend, okay?

Speaker speaker\_2: Okay.