

## **Transcript: Justin**

**Mills-5870237477552128-6491759053422592**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, I just got the text about, uh, making changes, and so I just wanted to call in. Uh, so- Um, do you mind reading that text message for me? One sec. It says, "Congra- congratulations on your employment with Surge. Uh, you will be auto..." One second. "Auto-enrolled in MaxChelleRx within 30 days. Call to make changes before your window closes." 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 into one of their medical plans that was 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. I don't want it. I don't, I don't want it. Okay. So, you want to opt out of it? Is this- Yes. Okay. So, Surge Staffing, what's the last four of your social? 5956. And your first and last name? Elijah ... And for security purposes, can you verify your home address, including city, state and zip code? Thank you. 2826 West 7th Place, 46404, Area Indiana. And your date of birth? 06/11/11. And a good telephone number you have is 219-238-5319. Yes. And the email I have is novolaflair@gmail? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? Uh, uh, thanks. Awesome. You have a wonderful day, okay? You too. All right, bye-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: Uh, I just got the text about, uh, making changes, and so I just wanted to call in. Uh, so-

Speaker speaker\_0: Um, do you mind reading that text message for me?

Speaker speaker\_1: One sec. It says, "Congra- congratulations on your employment with Surge. Uh, you will be auto..." One second. "Auto-enrolled in MaxChelleRx within 30 days. Call to make changes before your window closes."

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 into one of their medical plans that was 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. I don't want it. I don't, I don't want it.

Speaker speaker\_0: Okay. So, you want to opt out of it? Is this-

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, Surge Staffing, what's the last four of your social?

Speaker speaker\_1: 5956.

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

Speaker speaker\_1: Elijah ...

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

Speaker speaker\_1: Thank you. 2826 West 7th Place, 46404, Area Indiana.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 06/11/11.

Speaker speaker\_0: And a good telephone number you have is 219-238-5319.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is novolaflair@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker\_1: Uh, uh, thanks.

Speaker speaker\_0: Awesome. You have a wonderful day, okay?

Speaker speaker\_1: You too.

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