

Transcript: Justin

Mills-5948582920142848-4728725352431616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Justin. How can I help you today? Hi. Um, I don't wanna be auto-enrolled into, uh, uh, Tele Doctor Benefit. Okay, so you want to opt out of benefits? Yeah. Okay. What's the staffing agency you work for? Surge. And the last four of your social? 4262. And what was your first and last name? Uh, Sidney Morrow. I am. For security purposes, can you verify the home address, including city, state and zip code, Sidney? Uh, 1000 Mereweed, uh, uh, uh, Street, Southwest, uh, Apartment L4, rehearsal Alabama. And your date of birth? 11/29/1994. A good telephone number I have is 256-341-3278? Yes. And the email I have is PR1MO24X at Gmail? Yeah. Okay, so looking at the file, it looks like you're in a pending request sent for enrollment, so I'll go ahead and cancel that for you. Mm-hmm. However, I do want to let you know that there will be one deduction that does come off, but after that, you will be officially canceled, okay? Okay. Okay. Is there anything- I think- ... else I can help you with today? Uh, while that one deduction come off, uh, will I be able to use the, uh, the Tele Doctor? Um, if the deduction does come off, you do have one active week of, of coverage. Yes, sir. Okay. Um- Was that- ... is there anything else I can help you with today? No. Okay. You're welcome. You have a wonderful 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 and Accord. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, I don't wanna be auto-enrolled into, uh, uh, Tele Doctor Benefit.

Speaker speaker_1: Okay, so you want to opt out of benefits?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4262.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Uh, Sidney Morrow.

Speaker speaker_1: I am. For security purposes, can you verify the home address, including city, state and zip code, Sidney?

Speaker speaker_2: Uh, 1000 Mereweed, uh, uh, uh, Street, Southwest, uh, Apartment L4, rehearsal Alabama.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/29/1994.

Speaker speaker_1: A good telephone number I have is 256-341-3278?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is PR1MO24X at Gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so looking at the file, it looks like you're in a pending request sent for enrollment, so I'll go ahead and cancel that for you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, I do want to let you know that there will be one deduction that does come off, but after that, you will be officially canceled, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything-

Speaker speaker_2: I think-

Speaker speaker_1: ... else I can help you with today?

Speaker speaker_2: Uh, while that one deduction come off, uh, will I be able to use the, uh, the Tele Doctor?

Speaker speaker_1: Um, if the deduction does come off, you do have one active week of, of coverage. Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: Was that-

Speaker speaker_1: ... is there anything else I can help you with today?

Speaker speaker_2: No.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.