

## **Transcript: Justin**

**Mills-5951775066341376-5565942098345984**

### **Full Transcript**

Thank you for calling Benefits 100 Card. This is Justin. How can I help you today? Hi, Justin. My name is Alyssa, and I'm an employer. My employee is trying to opt out, but she doesn't speak English or Spanish. She only speaks Creole, and I didn't know if you had anyone that could assist her, or if I was allowed to assist her, she's standing right here. Uh, you may be able to assist her, um, because we only have s- English and Spanish-speaking agents. Um, what's the staffing agency she works for? Um, Surge Staffing, or it may be under Daily Services, doing business as Surge Staffing. Okay, so Surge Staffing, and the last four of her Social? 0708. And her first and last name? Edna Bredy. Bredy spelled B-R-E-D-Y. And verify her home address, including city, state, and ZIP code? 2117 Winslow Drive, Apartment 6, Columbus, Ohio 43207. And her date of birth? Um, let me get to that. I wasn't ready for that question. Hmm. It is January 5th, 1995. And a good telephone number I have for her is 929-500-9768. Yes. And her email is ednabredy6@gmail? Correct. Okay, so I'll go ahead and opt her out. Is there anything else I could assist you all with today? Nope, that was all. Awesome. Well, you have a wonderful day, okay? All right. You, too. Thank you. You're welcome. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 100 Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. My name is Alyssa, and I'm an employer. My employee is trying to opt out, but she doesn't speak English or Spanish. She only speaks Creole, and I didn't know if you had anyone that could assist her, or if I was allowed to assist her, she's standing right here.

Speaker speaker\_0: Uh, you may be able to assist her, um, because we only have s- English and Spanish-speaking agents. Um, what's the staffing agency she works for?

Speaker speaker\_1: Um, Surge Staffing, or it may be under Daily Services, doing business as Surge Staffing.

Speaker speaker\_0: Okay, so Surge Staffing, and the last four of her Social?

Speaker speaker\_1: 0708.

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

Speaker speaker\_1: Edna Bredy. Bredy spelled B-R-E-D-Y.

Speaker speaker\_0: And verify her home address, including city, state, and ZIP code?

Speaker speaker\_1: 2117 Winslow Drive, Apartment 6, Columbus, Ohio 43207.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_1: Um, let me get to that. I wasn't ready for that question. Hmm. It is January 5th, 1995.

Speaker speaker\_0: And a good telephone number I have for her is 929-500-9768.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And her email is ednabredy6@gmail?

Speaker speaker\_1: Correct.

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

Speaker speaker\_1: Nope, that was all.

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

Speaker speaker\_1: All right. You, too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.