

Transcript: Justin

Mills-5964747877171200-4862577245208576

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. I received a call from you, a missed call, and I got a message talking about the enrollment form. Yeah. This is Lori- Lorian? Mm-hmm. Yeah. So we were just wondering, um, if you wanted to enroll or if you wanted to opt out of benefits offered through your employer? Yeah. I wanted to opt out. I'm sorry. I was trying to... While I was, while I was filling out the form, I was trying to remove it, but it wasn't allowing me to. So I wanted to opt out. Okay, no worries. Um, let me try pulling your file. So what's the, um, staffing agency you work for? Is it the Hospitality Staffing Solution? Yeah, so HSS, then the last four of your Social. Uh, I'm gonna have to look. H- Give me one moment, okay? Okay. Yeah, hello? Still here. Yeah. Thank you for waiting. Uh-huh. So the last four digit is 6308. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Lorian? Yes. I can do that. So, it's 741 Marasco Drive. Are you there? Yeah, I'm still here. I'm listening. Yeah, I'm sorry. It's 741 Marasco Drive Northeast Atlanta, Georgia, 0324. And confirm your date of birth. The 5th of August, 1997. And a good telephone number have is 850-775-9225? Yes. That's correct. And the email I have is lori.lures77@gmail? Yes. That's correct. Okay. So looking at the file, it looks like you've already been opted out, um- Okay. But yeah, you've already been opted out, okay? Okay. Awesome. Is there anything else I can assist you with today? No. I appreciate you, though. You're welcome. You have a great day, okay? Okay. You as well. Thank you. Bye-bye. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. I received a call from you, a missed call, and I got a message talking about the enrollment form.

Speaker speaker_0: Yeah. This is Lori-

Speaker speaker_1: Lorian? Mm-hmm.

Speaker speaker_0: Yeah. So we were just wondering, um, if you wanted to enroll or if you wanted to opt out of benefits offered through your employer?

Speaker speaker_1: Yeah. I wanted to opt out. I'm sorry. I was trying to... While I was, while I was filling out the form, I was trying to remove it, but it wasn't allowing me to. So I wanted to

opt out.

Speaker speaker_0: Okay, no worries. Um, let me try pulling your file. So what's the, um, staffing agency you work for?

Speaker speaker_1: Is it the Hospitality Staffing Solution?

Speaker speaker_0: Yeah, so HSS, then the last four of your Social.

Speaker speaker_1: Uh, I'm gonna have to look. H- Give me one moment, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, hello?

Speaker speaker_0: Still here.

Speaker speaker_1: Yeah. Thank you for waiting.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: So the last four digit is 6308.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Lorien?

Speaker speaker_1: Yes. I can do that. So, it's 741 Marasco Drive. Are you there?

Speaker speaker_0: Yeah, I'm still here. I'm listening.

Speaker speaker_1: Yeah, I'm sorry. It's 741 Marasco Drive Northeast Atlanta, Georgia, 0324.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: The 5th of August, 1997.

Speaker speaker_0: And a good telephone number have is 850-775-9225?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And the email I have is lori.lures77@gmail?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Okay. So looking at the file, it looks like you've already been opted out, um-

Speaker speaker_1: Okay.

Speaker speaker_0: But yeah, you've already been opted out, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Awesome. Is there anything else I can assist you with today?

Speaker speaker_1: No. I appreciate you, though.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Okay. You as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye.