

Transcript: Justin

Mills-5980200556871680-4692705830551552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin. How can I help you today? How you doing, Justin? I was calling because I was trying to fill out my onboarding for Surge and it was asking me for my enroll and benefits, but when I tried to decline it or when I tried to enroll in my benefits, it said I couldn't un- I couldn't and I had to call you guys. Okay, I can opt you out over the phone. Um, so Surge Staffing you said? Yes, sir. Okay. And what's the last four of your social? 187676. And what was your first and last name again, I'm sorry? Dominique Bassett. Sorry, okay. And for security purposes, can you verify your home address, including city, state and zip code, Dominique? 3604 Carl Street, Dallas, Texas 75210. And confirm your date of birth. 09/19/1991. And a good telephone number I have is 254-499-3804. Yes, sir. And the email I have is dominiquebassett5@gmail? Yes, sir. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? I would be happy all. Awesome. Well, thank you for calling Benefits in a Card and hope you have a wonderful day, all right? Thank you. 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 in a Card, this is Justin. How can I help you today?

Speaker speaker_2: How you doing, Justin? I was calling because I was trying to fill out my onboarding for Surge and it was asking me for my enroll and benefits, but when I tried to decline it or when I tried to enroll in my benefits, it said I couldn't un- I couldn't and I had to call you guys.

Speaker speaker_1: Okay, I can opt you out over the phone. Um, so Surge Staffing you said?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And what's the last four of your social?

Speaker speaker_2: 187676.

Speaker speaker_1: And what was your first and last name again, I'm sorry?

Speaker speaker_2: Dominique Bassett.

Speaker speaker_1: Sorry, okay. And for security purposes, can you verify your home address, including city, state and zip code, Dominique?

Speaker speaker_2: 3604 Carl Street, Dallas, Texas 75210.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 09/19/1991.

Speaker speaker_1: And a good telephone number I have is 254-499-3804.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is dominiquebassett5@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_2: I would be happy all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and hope you have a wonderful day, all right?

Speaker speaker_2: Thank you.

Speaker speaker_1: All right, bye-bye.