

## Transcript: Justin

**Mills-5982550992404480-5950529064714240**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Your Card. This is Justin. How can I help you today? Um, hello. My name is Yaya Dorcas and, um, I work for ... I don't want to be enrolled in the, uh, insurance. I just need to opt out of benefits. Yeah, I don't want to be enrolled. Okay, so search staffing. What's the last four of your social? Can you repeat, please? Search staffing. What's the last four of your social? Um, you need the last four of... I'm sorry. My English is not that good, sir. You want the four last number of my social? Yes. The last four digits of your Social Security number. Okay, I'm calling... Um, it is 7209. And for security purposes, can you verify your home address, including city, state and zip code? 480 Lehman Avenue. Um, zip code is 433... Oh, my bad. I'm sorry. What is it? Okay. 43402. And your date of birth? Um, September 7th. September 7th? Yeah. Of what year? Um, 202- uh, 2004. The email I have is D-O-R-C-A-S-A-F-I-D-E G-N-O-N6E8 at gmail? Yes. Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today? Um, I say I don't want to be enrolled in this, um, insurance. Oh, okay. So I stated I opted you out of benefits. You're not going to be enrolled. Is there anything else I can help you out with today? Uh, nothing is. Thank you. You're welcome. Have a great day. Thank you also.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on Your Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, hello. My name is Yaya Dorcas and, um, I work for ... I don't want to be enrolled in the, uh, insurance.

Speaker speaker\_1: I just need to opt out of benefits.

Speaker speaker\_2: Yeah, I don't want to be enrolled.

Speaker speaker\_1: Okay, so search staffing. What's the last four of your social?

Speaker speaker\_2: Can you repeat, please?

Speaker speaker\_1: Search staffing. What's the last four of your social?

Speaker speaker\_2: Um, you need the last four of... I'm sorry. My English is not that good, sir. You want the four last number of my social?

Speaker speaker\_1: Yes. The last four digits of your Social Security number.

Speaker speaker\_2: Okay, I'm calling... Um, it is 7209.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: 480 Lehman Avenue. Um, zip code is 433... Oh, my bad. I'm sorry. What is it? Okay. 43402.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Um, September 7th.

Speaker speaker\_1: September 7th?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Of what year?

Speaker speaker\_2: Um, 202- uh, 2004.

Speaker speaker\_1: The email I have is D-O-R-C-A-S-A-F-I-D-E G-N-O-N6E8 at gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today?

Speaker speaker\_2: Um, I say I don't want to be enrolled in this, um, insurance.

Speaker speaker\_1: Oh, okay. So I stated I opted you out of benefits. You're not going to be enrolled. Is there anything else I can help you out with today?

Speaker speaker\_2: Uh, nothing is. Thank you.

Speaker speaker\_1: You're welcome. Have a great day.

Speaker speaker\_2: Thank you also.