

Transcript: Justin

Mills-6005390504411136-5638634657071104

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? Hey. How you doing? Um, I got a text from you guys, um, saying the college's number. Do you mind reading out the full text message for me? It says, "Congrats on your job with Surge. You will be auto enrolled in Med... Tail Rx within 30 days." It says, "Call BIC," um, I guess at this number, "to make changes before your window closes." Yeah. So the text message you received was just congratulating you on your job with Surge Staffing and letting you know you will be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Um, I'ma opt out of it. Okay. No worries. So Surge Staffing. What's the last four of your Social? 2298. What was your last name, Carlos? Sterling. Okay. And for security purposes, can you verify the home address, including city, state and zip code? It would be 300 Highway 81 West, Apartment 5101. The zip code is 30253. McDonald, Georgia. And your date of birth? 07/06/1999. And a good telephone number have a 678-558-2137? Yes. And the email I have is carlossterling127@outlook? Yes. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today? No. That's it. Thank you. You're welcome. You have a great weekend, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. How you doing? Um, I got a text from you guys, um, saying the college's number.

Speaker speaker_1: Do you mind reading out the full text message for me?

Speaker speaker_2: It says, "Congrats on your job with Surge. You will be auto enrolled in Med... Tail Rx within 30 days." It says, "Call BIC," um, I guess at this number, "to make changes before your window closes."

Speaker speaker_1: Yeah. So the text message you received was just congratulating you on your job with Surge Staffing and letting you know you will be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it

or the option to opt out of it. It's for health insurance.

Speaker speaker_2: Um, I'ma opt out of it.

Speaker speaker_1: Okay. No worries. So Surge Staffing. What's the last four of your Social?

Speaker speaker_2: 2298.

Speaker speaker_1: What was your last name, Carlos?

Speaker speaker_2: Sterling.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: It would be 300 Highway 81 West, Apartment 5101. The zip code is 30253. McDonald, Georgia.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 07/06/1999.

Speaker speaker_1: And a good telephone number have a 678-558-2137?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is carlossterling127@outlook?

Speaker speaker_2: Yes.

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: No. That's it. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.