

Transcript: Justin

Mills-6013537127809024-6440323330392064

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. Um, I call because I want to stop my W-2. I work at Surge Staffing. Hello? Okay. So you work at Surge Staffing. What were you needing one more time? I'm sorry. Yeah. I want to stop my W-2. Uh, we don't have access to W-2s. I would reach out to Surge Staffing regarding that information. Okay. Okay. Bye-bye. Hello. Are you still there? Yeah. Yes. If you were wanting your W-2, you would need to reach out to Surge Staffing. This is Benefits and a Card, and we deal with health insurance here. Yeah. So you need ... information? We don't have access to W-2s. Like I said, this is Benefits and a Card. Oh. We deal with their health insurance. Okay. Okay. So, what do you want me to do? Um, I honestly do not know. You said that you were... You were looking for W-2s, so I informed you to reach back out to Surge Staffing regarding that information, sir. Oh. Okay. Okay. So I think... Okay, let me talk... Let me... Okay. I'll let you talk with, um, another person. She can do, do that. Um, I'm on line. Yes. They, they say you don't have any, um, information on this. So then maybe not yet. Maybe wait till you get the message, the text message. Um, I just got it. Thank you. So- Then you're not in the system yet. Mm-hmm. Okay. So is he, is he wanting insurance or is he wanting W-2s? Because he told me he was looking for W-2s. I said I want to stop. No. He, he wanted to stop the Pelli Rx. Okay. So I can... I can do that for him. So Surge Staffing- Yeah. ... with his last four of his social. Okay. Um- He'll tell you last four. Okay. You want my last name? No, your Social Security. My... Okay. The last four number. Um, it's 3919. So, 2919? Yeah. And your first and last name? Michael Jefferson Dutreuil. You want me to spell my name? Yes, sir, if you don't mind. Okay. Um, my last name is M-I-K-E-R. That's his first name. Oh, okay. Yeah. His first name was M-I-K-E-R. And then did you understand his last four? Yeah. 2919, correct? No. Three. 3919. 3-3-9-1-9. 39... 39-19. Let's just see here. Is that Miker Jefferson Dutreuil? D-D-U-T-R-E-U-I-L? Uh, D-U-T-R-E-U-I-L. Okay. And for security purposes, could he verify his home address including city, state and zip code? Yeah. He will. Um, your address. Um- He needs your address. My address is 10548 Governors LN, apartment B. Um, the zip code is 46235. And confirm your date of birth. Um... Your birthday. 07/15/1995. And a good telephone number I have for you is 561-603-5741. Yeah. And the email I have is mike.dutre... Your last name @gmail.com? Exactly. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Michael, Mike? No, not at all. Awesome. Well, you have a wonderful day, okay? Okay. Thank you. You as well. All right. Bye-bye. Bye. That's it.

Conversation Format

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

Speaker speaker_1: Hello. Um, I call because I want to stop my W-2. I work at Surge Staffing. Hello?

Speaker speaker_0: Okay. So you w- you work at Surge Staffing. What were you needing one more time? I'm sorry.

Speaker speaker_1: Yeah. I want to stop my W-2.

Speaker speaker_0: Uh, we don't have access to W-2s. I would reach out to Surge Staffing regarding that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Bye-bye. Hello. Are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yes. If you were wanting your W-2, you would need to reach out to Surge Staffing. This is Benefits and a Card, and we deal with health insurance here.

Speaker speaker_1: Yeah. So you need

Speaker speaker_2: ... information?

Speaker speaker_0: We don't have access to W-2s. Like I said, this is Benefits and a Card.

Speaker speaker_1: Oh.

Speaker speaker_0: We deal with their health insurance.

Speaker speaker_1: Okay. Okay. So, what do you want me to do?

Speaker speaker_0: Um, I honestly do not know. You said that you were... You were looking for W-2s, so I informed you to reach back out to Surge Staffing regarding that information, sir.

Speaker speaker_1: Oh. Okay. Okay. So I think... Okay, let me talk... Let me... Okay. I'll let you talk with, um, another person. She can do, do that. Um, I'm on line.

Speaker speaker_2: Yes.

Speaker speaker_1: They, they say you don't have any, um, information on this.

Speaker speaker_2: So then maybe not yet. Maybe wait till you get the message, the text message.

Speaker speaker_1: Um, I just got it. Thank you. So-

Speaker speaker_2: Then you're not in the system yet.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_0: So is he, is he wanting insurance or is he wanting W-2s? Because he told me he was looking for W-2s.

Speaker speaker_1: I said I want to stop.

Speaker speaker_2: No. He, he wanted to stop the Pelli Rx.

Speaker speaker_0: Okay. So I can... I can do that for him. So Surge Staffing-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... with his last four of his social.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: He'll tell you last four.

Speaker speaker_1: Okay. You want my last name?

Speaker speaker_2: No, your Social Security.

Speaker speaker_1: My... Okay.

Speaker speaker_2: The last four number.

Speaker speaker_1: Um, it's 3919.

Speaker speaker_0: So, 2919?

Speaker speaker_1: Yeah.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Michael Jefferson Dutreuil. You want me to spell my name?

Speaker speaker_0: Yes, sir, if you don't mind.

Speaker speaker_1: Okay. Um, my last name is M-I-K-E-R.

Speaker speaker_2: That's his first name.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Yeah. His first name was M-I-K-E-R. And then did you understand his last four?

Speaker speaker_0: Yeah. 2919, correct?

Speaker speaker_2: No.

Speaker speaker_1: Three. 3919.

Speaker speaker_2: 3-3-9-1-9.

Speaker speaker_0: 39...

Speaker speaker_2: 39-19.

Speaker speaker_0: Let's just see here. Is that Miker Jefferson Dutreuil? D-D-U-T-R-E-U-I-L?

Speaker speaker_2: Uh, D-U-T-R-E-U-I-L.

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

Speaker speaker_2: Yeah. He will. Um, your address.

Speaker speaker_1: Um-

Speaker speaker_2: He needs your address.

Speaker speaker_1: My address is 10548 Governors LN, apartment B. Um, the zip code is 46235.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Um...

Speaker speaker_2: Your birthday.

Speaker speaker_1: 07/15/1995.

Speaker speaker_0: And a good telephone number I have for you is 561-603-5741.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is mike.dutre... Your last name @gmail.com?

Speaker speaker_1: Exactly.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Michael, Mike?

Speaker speaker_1: No, not at all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay. Thank you. You as well.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.

Speaker speaker_2: That's it.