

Transcript: Justin

Mills-6018638925053952-6508306401640448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, okay. I want to get rid of this insurance that when I signed up with Surge, uh, apparently I have 30 days. But I can't afford, uh, to have \$50 taken out of my check. I will only have... Uh, I have two days that will be on there, yesterday and today. It's my first time working here with Surge and, um, I didn't realize it in the application, I always opt out 'cause I have Anthem. But somehow, you have to call this number in order for you guys to not take money out of my check that's coming, 'cause that would be on top of a drug screen, so, and on top of a background check and then \$50 for insurance that I don't need 'cause I have Anthem. That's totally understandable. Can I give you my name and social? Yeah. Well, I do know that Surge Staffing is the ones who automatically enroll their new hires, not us. But Surge Staffing. Okay. What's the last four of your social? Uh, 1502. Well, I- they act- And your first and last name? ... like you guys. I need to get on them. Oh, Jessica Bennett. And for security purposes, could you verify your home address, including city, state and zip code, Jessica? 3095 East County Road 50, Tiffin, Ohio 44883. And confirm your date of birth? 02/01/'71. And a good telephone number I have is 515-3617? No, that's not it. Is it the 567-207-8967? Um, yep. Okay. And the email I have is jessmbenn71 at Gmail? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I can help you out with today, Jessica? Um, no, but, uh, my son also is gonna have the same issue 'cause we started the job together. So, I'm trying to get, get him so he can get this done 'cause, uh, I'll lose my son. Nicholas! Nick! Nick! What? Here, they're on the phone! You gotta opt out! Come here. I can't do it for you! Come, come on. He's waiting. I'll get you started. It's gonna be Nicholas Maury. He's coming down the stairs. Nicholas Elias Maury, M-A-U-R-Y. Okay. There he is, sir. Thank you for your patience in this matter. No worries. Hi, there. Hey, Nicholas. What's the last four of your social? 1696. Let's see here. You said you recently just started with Surge? Yes, I did. What's your full social? 283041696. Okay. Can we spell your last name for me, Nicholas? M-A-U-R-Y. Okay. And your home address and city, state and zip code? 3095 East County Road 50, Tiffin, Ohio 44883. And your date of birth? 07/01/99. And a good telephone number for you? 567-207-4095. 95. And just to confirm, 567-207-4095? Yes, sir. And do you have a good email? Uh, mairnick808@gmail.com. Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today, Nicholas? No, sir. Awesome. Well, you have a wonderful day, okay? You too. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, okay. I want to get rid of this insurance that when I signed up with Surge, uh, apparently I have 30 days. But I can't afford, uh, to have \$50 taken out of my check. I will only have... Uh, I have two days that will be on there, yesterday and today. It's my first time working here with Surge and, um, I didn't realize it in the application, I always opt out 'cause I have Anthem. But somehow, you have to call this number in order for you guys to not take money out of my check that's coming, 'cause that would be on top of a drug screen, so, and on top of a background check and then \$50 for insurance that I don't need 'cause I have Anthem.

Speaker speaker_1: That's totally understandable.

Speaker speaker_2: Can I give you my name and social?

Speaker speaker_1: Yeah. Well, I do know that Surge Staffing is the ones who automatically enroll their new hires, not us. But Surge Staffing.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, 1502. Well, I- they act-

Speaker speaker_1: And your first and last name?

Speaker speaker_2: ... like you guys. I need to get on them. Oh, Jessica Bennett.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Jessica?

Speaker speaker_2: 3095 East County Road 50, Tiffin, Ohio 44883.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 02/01/'71.

Speaker speaker_1: And a good telephone number I have is 515-3617?

Speaker speaker_2: No, that's not it.

Speaker speaker_1: Is it the 567-207-8967?

Speaker speaker_2: Um, yep.

Speaker speaker_1: Okay. And the email I have is jessmbenn71 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, Jessica?

Speaker speaker_2: Um, no, but, uh, my son also is gonna have the same issue 'cause we started the job together. So, I'm trying to get, get him so he can get this done 'cause, uh, I'll lose my son. Nicholas! Nick! Nick!

Speaker speaker_3: What?

Speaker speaker_2: Here, they're on the phone! You gotta opt out! Come here. I can't do it for you! Come, come on. He's waiting. I'll get you started. It's gonna be Nicholas Maury. He's coming down the stairs. Nicholas Elias Maury, M-A-U-R-Y. Okay. There he is, sir. Thank you for your patience in this matter.

Speaker speaker_1: No worries.

Speaker speaker_3: Hi, there.

Speaker speaker_1: Hey, Nicholas. What's the last four of your social?

Speaker speaker_3: 1696.

Speaker speaker_1: Let's see here. You said you recently just started with Surge?

Speaker speaker_3: Yes, I did.

Speaker speaker_1: What's your full social?

Speaker speaker_3: 283041696.

Speaker speaker_1: Okay. Can we spell your last name for me, Nicholas?

Speaker speaker_3: M-A-U-R-Y.

Speaker speaker_1: Okay. And your home address and city, state and zip code?

Speaker speaker_3: 3095 East County Road 50, Tiffin, Ohio 44883.

Speaker speaker_1: And your date of birth?

Speaker speaker_3: 07/01/99.

Speaker speaker_1: And a good telephone number for you?

Speaker speaker_3: 567-207-4095.

Speaker speaker_1: 95. And just to confirm, 567-207-4095?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: And do you have a good email?

Speaker speaker_3: Uh, marnick808@gmail.com.

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

Speaker speaker_3: No, sir.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.