

## **Transcript: Justin**

**Mills-6029245939662848-5382098789548032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. This is Justin. How can I help you today? Yeah, I need to cancel my benefits. Mokay. What's the staffing agency you work for? Surge Staffing. And the last four of your social? Three, seven, seven, five. And what was your first and last name? Tracy Stewart. Let's see here. Yeah. And for security purposes, could you verify the home address, including city, state and zip code, Tracy? Uh, I don't know which one I got. It might be 134 Dawson Avenue. Uh, if it's not, it's 197 Mansfield Avenue, Mount Vernon. I had 197 Mansfield Avenue. Is that a old address or a current address? Yeah, that's current. Mokay, no worries then. Confirm your date of birth. It's 4/30/'78. And a good telephone number have a 740-835-6922? Yep. And the email have a stewartnova78@yahoo? Yep. Mokay, so I'll go ahead and opt you out of insurance. Is there anything else I can help you out with today, Tracy? Nah, that'd be it, bud. Awesome. Well, you have a wonderful day, okay? All right, thanks. You too. Bye. 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 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah, I need to cancel my benefits.

Speaker speaker\_1: Mokay. What's the staffing agency you work for?

Speaker speaker\_2: Surge Staffing.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: Three, seven, seven, five.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Tracy Stewart.

Speaker speaker\_1: Let's see here. Yeah. And for security purposes, could you verify the home address, including city, state and zip code, Tracy?

Speaker speaker\_2: Uh, I don't know which one I got. It might be 134 Dawson Avenue. Uh, if it's not, it's 197 Mansfield Avenue, Mount Vernon.

Speaker speaker\_1: I had 197 Mansfield Avenue. Is that a old address or a current address?

Speaker speaker\_2: Yeah, that's current.

Speaker speaker\_1: Mokay, no worries then. Confirm your date of birth.

Speaker speaker\_2: It's 4/30/'78.

Speaker speaker\_1: And a good telephone number have a 740-835-6922?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And the email have a stewartnova78@yahoo?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Mokay, so I'll go ahead and opt you out of insurance. Is there anything else I can help you out with today, Tracy?

Speaker speaker\_2: Nah, that'd be it, bud.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: All right, thanks. You too. Bye.

Speaker speaker\_1: Thank you. Bye-bye.