

## **Transcript: Justin**

**Mills-6102053238259712-6647475732135936**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, hi, Justin. I received a text message on my phone saying that I was going to be auto-enrolled in your program, um, and I believe that I may have made some mistake. I actually don't want to be enrolled in it. I was wondering if you could make sure that I'm not enrolled for me. Yeah. Let me check on that for you. Uh, Search Staffing, you said? Yeah. What's the last four of your Social? 0794. And your first and last name? Robert Lamb. And for security purposes, could you verify your home address, including city, state and zip code, Robert? Yes, it's 305 North Seventh, Richmond, Indiana 47374. And confirm your date of birth? 08/01/'99. And a good telephone number to have is 765-914-2547? Yep. And the email I have is rob04375@Gmail? Yes. Okay, so I'll go ahead and opt you out. And, well, is there anything else I could assist you with today? Um, no, that will be all and thank you so much. You're welcome. You have a great day, okay? You too.

### **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: Um, hi, Justin. I received a text message on my phone saying that I was going to be auto-enrolled in your program, um, and I believe that I may have made some mistake. I actually don't want to be enrolled in it. I was wondering if you could make sure that I'm not enrolled for me.

Speaker speaker\_0: Yeah. Let me check on that for you. Uh, Search Staffing, you said?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 0794.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Robert Lamb.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Robert?

Speaker speaker\_1: Yes, it's 305 North Seventh, Richmond, Indiana 47374.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 08/01/'99.

Speaker speaker\_0: And a good telephone number to have is 765-914-2547?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is rob04375@Gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. And, well, is there anything else I could assist you with today?

Speaker speaker\_1: Um, no, that will be all and thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too.