

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, my name is Arlie Box and I just got a text about some benefits because I work for Surge and I don't want no benefits. Yeah, I can opt you out of them. Uh, so Surge staffing, what's the last four of your social? 6987. And what was your last name, Arlie? Box. B-O-X. And for security purposes, could you verify your home address, including city, state and zip code? 91 West Lawn Drive, Hanover, Indiana, 47243. And confirm your date of birth? 01/24/77. And a good telephone number have as 493-3680. Yes. And the email I have is boxarlie@gmail.com. Yep. Okay. So I'll go ahead and opt you out. And is there anything else I could assist you with today? No, thank you. Awesome. Well, you have a wonderful day, all right? You too. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, my name is Arlie Box and I just got a text about some benefits because I work for Surge and I don't want no benefits.

Speaker speaker\_0: Yeah, I can opt you out of them. Uh, so Surge staffing, what's the last four of your social?

Speaker speaker\_1: 6987.

Speaker speaker\_0: And what was your last name, Arlie?

Speaker speaker\_1: Box. B-O-X.

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

Speaker speaker\_1: 91 West Lawn Drive, Hanover, Indiana, 47243.

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

Speaker speaker\_1: 01/24/77.

Speaker speaker\_0: And a good telephone number have as 493-3680.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is boxarlie@gmail.com.

Speaker speaker\_1: Yep.

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

Speaker speaker\_1: No, thank you.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, all right?

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.