Transcript: Justin Mills-6204804709400576-5088642231615488

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Saul Garcia. Um, I've recently started working through Integrity, uh, Trade Services, um, and I tried opting out of your benefits, but when I went down the link and everything, I just got received with the error codes, so I want to make sure that I'm going to opt out of the benefit. Yeah, let me check on that for you. So Integrity, what's the last four of your Social? 4877. And what was your first and last name again? Saul Garcia. S-A-U-L G-A-R-C-I-A. Okay. So the reason you probably received that error message is because there's not a file in our system just yet, so I actually have to create you a file in our system to opt you out of it. However, in order for me to do that- Okay. ... first, I need your full Social. It's, uh, 393-94-4877. Okay. And Saul Gar- Garcia, you said? Yeah. Okay. And your home address, including city, state and zip code? Uh, 29 Huber Boulevard, New Chicago, Indiana, 46342. And your date of birth? 8/30/1982. 30. And a good telephone number. I have a 708-513-5105. Correct. And do you have a good email? Uh, it's the same thing. It's my full name, 082@gmail.com. 082, okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today, Saul? Uh, no. Could I get a confirmation email or something so I can reference it? Yeah, just give me about two or three minutes to work on that email. Um, but the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay. Okay? Okay. Awesome. Well, you have a wonderful day, okay, Saul? Thank you. You too. Thank you. Bye-bye. Bye-bye.

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: Hi, Justin. My name is Saul Garcia. Um, I've recently started working through Integrity, uh, Trade Services, um, and I tried opting out of your benefits, but when I went down the link and everything, I just got received with the error codes, so I want to make sure that I'm going to opt out of the benefit.

Speaker speaker_0: Yeah, let me check on that for you. So Integrity, what's the last four of your Social?

Speaker speaker_1: 4877.

Speaker speaker_0: And what was your first and last name again?

Speaker speaker_1: Saul Garcia. S-A-U-L G-A-R-C-I-A.

Speaker speaker_0: Okay. So the reason you probably received that error message is because there's not a file in our system just yet, so I actually have to create you a file in our system to opt you out of it. However, in order for me to do that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... first, I need your full Social.

Speaker speaker_1: It's, uh, 393-94-4877.

Speaker speaker_0: Okay. And Saul Gar- Garcia, you said?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And your home address, including city, state and zip code?

Speaker speaker_1: Uh, 29 Huber Boulevard, New Chicago, Indiana, 46342.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 8/30/1982.

Speaker speaker_0: 30. And a good telephone number. I have a 708-513-5105.

Speaker speaker_1: Correct.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Uh, it's the same thing. It's my full name, 082@gmail.com.

Speaker speaker_0: 082, okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today, Saul?

Speaker speaker_1: Uh, no. Could I get a confirmation email or something so I can reference it?

Speaker speaker_0: Yeah, just give me about two or three minutes to work on that email. Um, but the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Okay.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.