

Transcript: Justin

Mills-6235404184272896-6575035031437312

Full Transcript

Your call is being recorded for quality assurance purposes. Thank you for calling Benefits and Encouragement, this is Justin Hucov. How may I help you? Hi, how are you? Doing pretty well, and yourself? Good, thank you. Um, my name is Boly D., B-O-L-Y, my last name D-H. I want cancel, um, my insurance. Okay, what's the staffing agency you work for? Um, Search Staffing. And the last four of your social? Six, five, six, zero. And for security purposes, can you verify the home address, including city, state and zip code? 813 Arrowhead Drive, Apartment A, 45365 Sydney, Ohio. Could you repeat the address one more time? I'm sorry. Seven, um, I say 813 Arrowhead Drive, Apartment A, Sydney, Ohio, 45365. Looks like I have a different address on file. Is it? Isn't it 728 Country Side Lane, Apartment A, uh, 11? Sorry. Yes, is that a old address or a current address? I mean, like, that's, that's where I used to live but, um, I moved. So, I thought like, I had my new address on file. Here, what's the new address so I can go ahead and update it for you? 813 Arrowhead Drive, Apartment A, Sydney, Ohio, 45365. And confirm your date of birth. Uh, 03/03/1998. And a good telephone number I have is 937-210-7246. Yes, correct. And the email I have is your first name H-A-M-A-T-H 123 at gmail? Um, it's um, B-O-L-Y-H-A-M-A-T-H@gmail.com, oh, 123@gmail.com. Okay. Uh, I'll go ahead and opt you out. Is there anything else I can help you out with today? No, that's all. It's just that I have my brother that want to cancel and he's here with me, if, um, it's possible. Yeah, bear with me one second because I have to notate your file. Okay. Hello? You can pass the phone to him. Yeah, he's here. ... Hello? Hey, so, Search Staffing? Please. Do you work for Search Staffing? Who is this? Oh, yeah. Yes. What's the last four of your social? Ask for your system. Five, four, seven, seven. Your first and last name? Abdaraman. Well, that's how you spell it A-B- A-B- ... E. E-R-A-M-A-N-E. No. And last name? Oh, oh, ... Your last name? S- Last name S- Y. ... Y-W-L-A... And for security purposes, can you verify your home address, including city, state, zip code? Uh, 728. 728. Country Side. Country Side. Lane. Lane. Apartment- Apartment, uh... Uh-huh. And your date of birth? Um, get that one first, right? Uh, 30 December 1990. I think a good telephone number I have for you is 937-403-6015. Is this phone number? Yeah. And the email I have for you is A-B-O-L-A-S-Y-L-L-A 59 at gmail. Yes. Okay, so I'll go ahead and opt them out. Is there anything else I can help, help with out today? Um, no, that was all. Awesome, well, you have a wonderful day, okay? Right, thank you. Have a good day. Yeah, bye-bye.

Conversation Format

Speaker speaker_0: Your call is being recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Encouragement, this is Justin Hucov. How may I help you?

Speaker speaker_2: Hi, how are you?

Speaker speaker_1: Doing pretty well, and yourself?

Speaker speaker_2: Good, thank you. Um, my name is Boly D., B-O-L-Y, my last name D-H. I want cancel, um, my insurance.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_2: Um, Search Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Six, five, six, zero.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: 813 Arrowhead Drive, Apartment A, 45365 Sydney, Ohio.

Speaker speaker_1: Could you repeat the address one more time? I'm sorry.

Speaker speaker_2: Seven, um, I say 813 Arrowhead Drive, Apartment A, Sydney, Ohio, 45365.

Speaker speaker_1: Looks like I have a different address on file.

Speaker speaker_2: Is it? Isn't it 728 Country Side Lane, Apartment A, uh, 11? Sorry.

Speaker speaker_1: Yes, is that a old address or a current address?

Speaker speaker_2: I mean, like, that's, that's where I used to live but, um, I moved. So, I thought like, I had my new address on file.

Speaker speaker_1: Here, what's the new address so I can go ahead and update it for you?

Speaker speaker_2: 813 Arrowhead Drive, Apartment A, Sydney, Ohio, 45365.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: Uh, 03/03/1998.

Speaker speaker_1: And a good telephone number I have is 937-210-7246.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And the email I have is your first name H-A-M-A-T-H 123 at gmail?

Speaker speaker_2: Um, it's um, B-O-L-Y-H-A-M-A-T-H@gmail.com, oh, 123@gmail.com.

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

Speaker speaker_2: No, that's all. It's just that I have my brother that want to cancel and he's here with me, if, um, it's possible.

Speaker speaker_1: Yeah, bear with me one second because I have to notate your file.

Speaker speaker_2: Okay. Hello?

Speaker speaker_1: You can pass the phone to him.

Speaker speaker_2: Yeah, he's here. ... Hello?

Speaker speaker_1: Hey, so, Search Staffing?

Speaker speaker_3: Please.

Speaker speaker_1: Do you work for Search Staffing?

Speaker speaker_2: Who is this? Oh, yeah.

Speaker speaker_3: Yes.

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

Speaker speaker_2: Ask for your system.

Speaker speaker_3: Five, four, seven, seven.

Speaker speaker_1: Your first and last name?

Speaker speaker_3: Abdaraman.

Speaker speaker_2: Well, that's how you spell it A-B-

Speaker speaker_3: A-B-

Speaker speaker_2: ... E.

Speaker speaker_3: E-R-A-M-A-N-E. No.

Speaker speaker_2: And last name?

Speaker speaker_3: Oh, oh, ...

Speaker speaker_2: Your last name? S-

Speaker speaker_3: Last name S-

Speaker speaker_2: Y.

Speaker speaker_3: ... Y-W-L-A...

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

Speaker speaker_2: Uh, 728.

Speaker speaker_3: 728.

Speaker speaker_2: Country Side.

Speaker speaker_3: Country Side.

Speaker speaker_2: Lane.

Speaker speaker_3: Lane.

Speaker speaker_2: Apartment-

Speaker speaker_3: Apartment, uh...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, get that one first, right?

Speaker speaker_3: Uh, 30 December 1990.

Speaker speaker_1: I think a good telephone number I have for you is 937-403-6015.

Speaker speaker_2: Is this phone number?

Speaker speaker_3: Yeah.

Speaker speaker_1: And the email I have for you is A-B-O-L-A-S-Y-L-L-A 59 at gmail.

Speaker speaker_2: Yes.

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

Speaker speaker_2: Um, no, that was all.

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

Speaker speaker_2: Right, thank you. Have a good day.

Speaker speaker_1: Yeah, bye-bye.