

## **Transcript: Justin**

**Mills-6340091211071488-5180072318910464**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey. Yes, yes. So my name is Sabrina Richardson and I was calling... I was supposed to call yesterday 'cause I know the Benefits on a Card, um, all that ended yesterday. I was just calling to decline the card or that benefit. Okay. What's that staffing agency you work for? It's Temp Staff. And the last four of your social? 6568. Okay. And for security purposes, can you verify your home address, including city, state, zip code, Sabrina? Okay. Um, they may have my old address. Um... Shit, what is my old address? Uh, where's my old address, baby? Oh my god, I can't even remember my old address 'cause I moved. I know it's Brigno Road, but I can't remember the number. Oh, Lord Jesus. Hold on. That's so sad. I have no idea. I've been alone. So now I see how everybody feel when they don't know their old address. But anyways, it's Brigno Road, Brookhaven, Mississippi 39601. And, uh, you say that, that's the old address? Yes. My... I have a new address now. I've moved. And I know I have updates. What's your new address, if I can update it for you? Okay. 414 Perkins Drive, Brookhaven, Mississippi. Same zip code? Yes, 39601. I'm sorry. And confirm your date of birth for me. Okay. January 27th, 1981. And a good telephone number has a 601-320-5891? That is correct. And the email I have is, ang... ngarushing@gmail.com? No. Uh-uh. That's somebody else, um, email. Mine would be, uh, srichardson... Oh, you want a personal? That... My personal would be, um, rich, R-I-C-H, 1229.sr@gmail.com. No? Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today, Sabrina? That'll be all. I appreciate you so much. You're welcome. You have a great day, okay? You too. Uh-huh. Bye-bye. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey. Yes, yes. So my name is Sabrina Richardson and I was calling... I was supposed to call yesterday 'cause I know the Benefits on a Card, um, all that ended yesterday. I was just calling to decline the card or that benefit.

Speaker speaker\_0: Okay. What's that staffing agency you work for?

Speaker speaker\_1: It's Temp Staff.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 6568.

Speaker speaker\_0: Okay. And for security purposes, can you verify your home address, including city, state, zip code, Sabrina?

Speaker speaker\_1: Okay. Um, they may have my old address. Um... Shit, what is my old address? Uh, where's my old address, baby? Oh my god, I can't even remember my old address 'cause I moved. I know it's Brigno Road, but I can't remember the number. Oh, Lord Jesus. Hold on. That's so sad. I have no idea. I've been alone. So now I see how everybody feel when they don't know their old address. But anyways, it's Brigno Road, Brookhaven, Mississippi 39601.

Speaker speaker\_0: And, uh, you say that, that's the old address?

Speaker speaker\_1: Yes. My... I have a new address now. I've moved. And I know I have updates.

Speaker speaker\_0: What's your new address, if I can update it for you?

Speaker speaker\_1: Okay. 414 Perkins Drive, Brookhaven, Mississippi.

Speaker speaker\_0: Same zip code?

Speaker speaker\_1: Yes, 39601. I'm sorry.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: Okay. January 27th, 1981.

Speaker speaker\_0: And a good telephone number has a 601-320-5891?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And the email I have is, ang... ngarushing@gmail.com?

Speaker speaker\_1: No. Uh-uh. That's somebody else, um, email. Mine would be, uh, srichardson... Oh, you want a personal? That... My personal would be, um, rich, R-I-C-H, 1229.sr@gmail.com.

Speaker speaker\_0: No? Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today, Sabrina?

Speaker speaker\_1: That'll be all. I appreciate you so much.

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

Speaker speaker\_1: You too. Uh-huh. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.