

## **Transcript: Justin**

**Mills-6353480728231936-4757765304401920**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah. Yes, sir. Um, the, the agency I work for told me to call. Um, I wasn't supposed to be opted in for the benefits, and they gave me this number and told me to call to opt out. Okay. What's the name of that staffing agency you work for? It's, uh, Surge. S-U-R-G-E Staffing. And the last four of your Social? 2905. And your first and last name? Craig. C-R-A-I-G Smith. S-M-I-T-H. And for security purposes, can you verify your home address including city, state, and ZIP code? 4765 Sunset Road, Nesbit, Mississippi 38651. And confirm your date of birth? 04141991. And a good telephone number has 901-671-9681. Yes, sir. And the email I have is 1991smith.craig@gmail. Yes. Okay. So, looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you, but I do want to let you know that cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Craig? All right. Okay. Is there anything else I could assist you with today? No, sir. That's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? All right. All right. 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: Uh, yeah. Yes, sir. Um, the, the agency I work for told me to call. Um, I wasn't supposed to be opted in for the benefits, and they gave me this number and told me to call to opt out.

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

Speaker speaker\_1: It's, uh, Surge. S-U-R-G-E Staffing.

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

Speaker speaker\_1: 2905.

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

Speaker speaker\_1: Craig. C-R-A-I-G Smith. S-M-I-T-H.

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

Speaker speaker\_1: 4765 Sunset Road, Nesbit, Mississippi 38651.

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

Speaker speaker\_1: 04141991.

Speaker speaker\_0: And a good telephone number has 901-671-9681.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is 1991smith.craig@gmail.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you, but I do want to let you know that cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Craig?

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. Is there anything else I could assist you with today?

Speaker speaker\_1: No, sir. That's it.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker\_1: All right.

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