

Transcript: Justin

Mills-6407259030208512-5717491896205312

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Please, I have a text message come on my phone saying I'm gonna be auto- auto-enrolled or something, and I'm trying to see what going on. Um, yeah. So that text message that you probably received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Oh, yeah, I'll opt out of it. Okay, no worries. So Surge Staffing, what's the last four of your social? Uh, 8552. And your first and last name? Michael Ball. And for security purposes, could you verify your home address, including city, state and zip code, Michael? Uh, 2150 Moon Hood Road, Hood, Mississippi. Looks like I have an address in Fulton, Mississippi. Yeah, I live 42. Well, I got my address on my license say 2150 Moon Hood Road, but I live at 14- Hey, what's the address in Fulton that you have down for Surge Staffing? 109 86th Road. Okay, and what's the new address so I can go in and update it for you? You can leave that one. Okay, no worries. And confirm your date of birth for me, Michael. 07/23/92. And a good telephone number have is 662-275-0629. Mm-hmm. And the email I have is michaelball046@gmail. Mm-hmm. Okay, so I'll go ahead and opt you out. Was there anything else I could assist you with today? No, that's it. Awesome. Well, you have a wonderful day, okay? Uh, you too. All right, 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: Please, I have a text message come on my phone saying I'm gonna be auto- auto-enrolled or something, and I'm trying to see what going on.

Speaker speaker_0: Um, yeah. So that text message that you probably received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_1: Oh, yeah, I'll opt out of it.

Speaker speaker_0: Okay, no worries. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: Uh, 8552.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Michael Ball.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Michael?

Speaker speaker_1: Uh, 2150 Moon Hood Road, Hood, Mississippi.

Speaker speaker_0: Looks like I have an address in Fulton, Mississippi.

Speaker speaker_1: Yeah, I live 42. Well, I got my address on my license say 2150 Moon Hood Road, but I live at 14-

Speaker speaker_0: Hey, what's the address in Fulton that you have down for Surge Staffing?

Speaker speaker_1: 109 86th Road.

Speaker speaker_0: Okay, and what's the new address so I can go in and update it for you?

Speaker speaker_1: You can leave that one.

Speaker speaker_0: Okay, no worries. And confirm your date of birth for me, Michael.

Speaker speaker_1: 07/23/92.

Speaker speaker_0: And a good telephone number have is 662-275-0629.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email I have is michaelball046@gmail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Was there anything else I could assist you with today?

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: Uh, you too.

Speaker speaker_0: All right, bye-bye.