

## **Transcript: Justin**

**Mills-6413049562316800-5296809003368448**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Uh, yeah, my name's Dale Cowman. I'm just calling to cancel the, uh, automatic enrollment. Okay. What's the staffing agency you work for? Uh, Surge, in Wilmington, Ohio. And the last four of your social? The 8046... And what was your last name, Dale? It is Cowman, C-O-W-M-A-N. And did you recently just start with Surge Staffing? Uh, yeah. I just recently started. Because I wasn't seeing your file on our system just yet, so in order for me to create the file on our system to opt you out of their benefits, I need your full social. Uh-huh. All right. It is 291-92-8046. And just to confirm, 291-92-8046? Yes. Okay. And your home address, including city, state and zip code? All right. It is 363 Grant Street, Wilmington, Ohio 45177. And your date of birth? 10/18/1990. And a good telephone number have is 740-267-5337. Yes. And do you have a good email? Uh, cowmandale401@gmail.com. Okay. So I'll go ahead and opt you out. Is there anything else I could assist you with today, Dale? Nope, that's it. Awesome. Well, you have a wonderful day, okay? Yep. You too. Bye. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yeah, my name's Dale Cowman. I'm just calling to cancel the, uh, automatic enrollment.

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

Speaker speaker\_1: Uh, Surge, in Wilmington, Ohio.

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

Speaker speaker\_1: The 8046...

Speaker speaker\_0: And what was your last name, Dale?

Speaker speaker\_1: It is Cowman, C-O-W-M-A-N.

Speaker speaker\_0: And did you recently just start with Surge Staffing?

Speaker speaker\_1: Uh, yeah. I just recently started.

Speaker speaker\_0: Because I wasn't seeing your file on our system just yet, so in order for me to create the file on our system to opt you out of their benefits, I need your full social.

Speaker speaker\_1: Uh-huh. All right. It is 291-92-8046.

Speaker speaker\_0: And just to confirm, 291-92-8046?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And your home address, including city, state and zip code?

Speaker speaker\_1: All right. It is 363 Grant Street, Wilmington, Ohio 45177.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 10/18/1990.

Speaker speaker\_0: And a good telephone number have is 740-267-5337.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Uh, cowmandale401@gmail.com.

Speaker speaker\_0: Okay. So I'll go ahead and opt you out. Is there anything else I could assist you with today, Dale?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Yep. You too. Bye.

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