

Transcript: Justin

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Full Transcript

... that's from their trip. Yeah. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Uh, yes. I'm calling, uh, because, uh, I was set up for benefits, and I'm trying to cancel. Okay. Uh, what's that staffing agency you work for? Uh, Carlton Staffing, in Houston. And the last four of your Social? 4953. And what was your first and last name? Sherrod Proctor. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Proctor? 22115 Roxanne Fairlane, Hockley, Texas 77447. And confirm your date of birth? 03/24/75. And a good telephone number have is 281-904-6333? Yes. And the email I have is coinedad324 at gmail? Yes. Okay. So looking at the file, looks like Carlton auto-enrolled you into it. It looks like a pending request was sent for enrollment. However, I'll go ahead and cancel that for you. Um, but I do want to let you know that since it was a pending request sent for enrollment, one deduction will come off. But after that, you'll be officially canceled. Okay? And how much is the deduction? Uh, \$16.05. Okay. Because I wasn't looking forward to that, because, uh... Okay. Yeah. Um, okay. Is there anything else I can help you out with today, Sherrod? No, that's it. Awesome. Well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, okay? You too. Thank you. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... that's from their trip.

Speaker speaker_1: Yeah.

Speaker speaker_2: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_0: Uh, yes. I'm calling, uh, because, uh, I was set up for benefits, and I'm trying to cancel.

Speaker speaker_2: Okay. Uh, what's that staffing agency you work for?

Speaker speaker_0: Uh, Carlton Staffing, in Houston.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_0: 4953.

Speaker speaker_2: And what was your first and last name?

Speaker speaker_0: Sherrod Proctor.

Speaker speaker_2: And for security purposes, can you verify your home address, including city, state and zip code, Mr. Proctor?

Speaker speaker_0: 22115 Roxanne Fairlane, Hockley, Texas 77447.

Speaker speaker_2: And confirm your date of birth?

Speaker speaker_0: 03/24/75.

Speaker speaker_2: And a good telephone number have is 281-904-6333?

Speaker speaker_0: Yes.

Speaker speaker_2: And the email I have is coinzedad324 at gmail?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. So looking at the file, looks like Carlton auto-enrolled you into it. It looks like a pending request was sent for enrollment. However, I'll go ahead and cancel that for you. Um, but I do want to let you know that since it was a pending request sent for enrollment, one deduction will come off. But after that, you'll be officially canceled. Okay?

Speaker speaker_0: And how much is the deduction?

Speaker speaker_2: Uh, \$16.05.

Speaker speaker_0: Okay. Because I wasn't looking forward to that, because, uh...

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah. Um, okay.

Speaker speaker_2: Is there anything else I can help you out with today, Sherrod?

Speaker speaker_0: No, that's it.

Speaker speaker_2: Awesome. Well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, okay?

Speaker speaker_0: You too. Thank you.

Speaker speaker_2: All right. Bye-bye.

Speaker speaker_0: Bye-bye.