

## **Transcript: Justin**

**Mills-6448384866467840-5886859986550784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. This is Justin. How can I help you today? Uh, this is Bethany Williams. I was getting your call back about the health insurance. Okay. What's the staffing agency you work for? Uh, I'm their, uh, I'm their, uh, um, enrolled yet. I still waiting for them to resend my app- on my application. Okay. So you stated you received a phone call about insurance? Yes, uh, uh, I'm their, uh... I, I don't want one. I accidentally put yes on my, uh, application. I meant to say no. Okay, I can opt you out. Um, what's that staffing agency you work for? I don't... Uh, I'm not working for one right now. Okay. But you said you applied to them, is that correct? Yes. Okay. What was the name of that staffing agency you applied to? Uh, give me a second. Okay. That's this, um, sign up in the Fort Worth area. What was that again? I'm sorry. In the... Around the Fort Worth area, if they have a specific address on there. Um, well, do you know the name of that agency? Uh, no. Okay. Um, let me try searching your first and last name. What's your first and last name? Bethany Williams. And the last four of your social? 5229. Okay. So, it was Hospitality Staffing Solutions. And for security purposes, can you verify the home address, including city, state and zip code, Bethany? 2917 Denison Trail, Apartment 2048, Fort Worth, Texas 76116. And your date of birth? February 28th, 2001. And a good telephone number I have is 817-968-8142? Correct. And the email I have is bethwilliams1414 at gmail? Correct. Okay. So, I'll go ahead and opt you out. Is there anything else I could help you out with today, Bethany? No, thanks. Awesome. You have a wonderful day, okay? You too. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, this is Bethany Williams. I was getting your call back about the health insurance.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh, I'm their, uh, I'm their, uh, um, enrolled yet. I still waiting for them to resend my app- on my application.

Speaker speaker\_1: Okay. So you stated you received a phone call about insurance?

Speaker speaker\_2: Yes, uh, uh, I'm their, uh... I, I don't want one. I accidentally put yes on my, uh, application. I meant to say no.

Speaker speaker\_1: Okay, I can opt you out. Um, what's that staffing agency you work for?

Speaker speaker\_2: I don't... Uh, I'm not working for one right now.

Speaker speaker\_1: Okay. But you said you applied to them, is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What was the name of that staffing agency you applied to?

Speaker speaker\_2: Uh, give me a second.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's this, um, sign up in the Fort Worth area.

Speaker speaker\_1: What was that again? I'm sorry.

Speaker speaker\_2: In the... Around the Fort Worth area, if they have a specific address on there.

Speaker speaker\_1: Um, well, do you know the name of that agency?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: Okay. Um, let me try searching your first and last name. What's your first and last name?

Speaker speaker\_2: Bethany Williams.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 5229.

Speaker speaker\_1: Okay. So, it was Hospitality Staffing Solutions. And for security purposes, can you verify the home address, including city, state and zip code, Bethany?

Speaker speaker\_2: 2917 Denison Trail, Apartment 2048, Fort Worth, Texas 76116.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: February 28th, 2001.

Speaker speaker\_1: And a good telephone number I have is 817-968-8142?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is bethwilliams1414 at gmail?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So, I'll go ahead and opt you out. Is there anything else I could help you out with today, Bethany?

Speaker speaker\_2: No, thanks.

Speaker speaker\_1: Awesome. You have a wonderful day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye-bye.