

## **Transcript: Justin**

**Mills-6481352477949952-6058992574709760**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, I'm calling to cancel the insurance. Um, I have work. I'm employed by Surge and I wanted to cancel that 'cause I already have insurance. Okay. Well, so Surge Staffing, what's the last four of your social? 8626. And your first and last name? Cortez Vines. And for security purposes, could you verify your home address, including city, state and zip code, Cortez? 223 1st Avenue Northwest, Lafayette, Alabama 36862. And your date of birth? January 23rd, 1977. And a good telephone number I have is 706-412-6656. That's great. And the email I have is cortez.vine@yahoo. That is correct. Okay. Um, so looking at the file, it looks like they haven't opted you into it yet, but I'll go ahead and opt you out of the insurance. Is there anything else I can assist you with today? Uh, that was it. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Um, I'm calling to cancel the insurance. Um, I have work. I'm employed by Surge and I wanted to cancel that 'cause I already have insurance.

Speaker speaker\_0: Okay. Well, so Surge Staffing, what's the last four of your social?

Speaker speaker\_1: 8626.

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

Speaker speaker\_1: Cortez Vines.

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

Speaker speaker\_1: 223 1st Avenue Northwest, Lafayette, Alabama 36862.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: January 23rd, 1977.

Speaker speaker\_0: And a good telephone number I have is 706-412-6656.

Speaker speaker\_1: That's great.

Speaker speaker\_0: And the email I have is cortez.vine@yahoo.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like they haven't opted you into it yet, but I'll go ahead and opt you out of the insurance. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh, that was it.

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

Speaker speaker\_1: You too.

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