

Transcript: Justin

Mills-6493173102985216-6175276803604480

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. Um, I have a... an account through a staffing company. I wanted to, uh, close my insurance. Okay. What's the name of that staffing agency you work for? Uh, Surge Staffing. And the last four of your Social? 6787. And what was your first and last name again? Larry Gardner. G-A-R-N-E-R. Garner. Um, did you recently just start- So- ... with Surge Staffing? Yeah, it's no D, like G-A-R-N-E-R. Oh, okay. You said you recently just started with them, correct? Ye-, yeah, I have recently just started. Okay, what's your full Social? Um, it's, uh, 307-25-6787. Okay, so it looks like I have to create you a file- Okay. ... in our system to opt you out of their benefits. Um, what's your home address, including city, state and zip code? Uh, 2307 Ed Roy Court, um, Cincinnati, Ohio. Uh, and then it'll be 45209. And your date of birth? Uh, 12-23-2001. And a good phone number to have is 317-432-0455. Yep. And do you have a good email by any chance? Uh, my first initial and last name, and then 3.24@gmail.com. Gmail, okay. Let's see. So I'll go ahead and opt you out of the benefits. Is there anything else I could help you out with today, Larry? Um, yeah, as far as somebody else that's working there, do they, do they gotta... They haven't started, they, they're, they're new too. Would they have to do the same process as me to make an account? I mean, to opt out? Yes, sir. They would have to call to opt out. Yes, sir. Oh, okay. And so, so w- is there any chance they can make a duplicate account? Um, so if the person's nearby I could speak with them. However, if they're not, um, they would actually have to call, since that's- Okay. ... there. No, I understand. As far as the staffing company, like, for me, w- is there any chance they could end up making, like, if they hadn't made my accounts yet, end up making it, making it after you just opted out? Is that, is that- No, no. ... any chance of that? No, sir. So I went ahead and created the account for you and opted you out- Ah. ... before they auto enrolled you into it anyways. Yeah, sure. I see, so they couldn't enter my information in. Okay. All right, cool. Thank you. That's all I needed. You're welcome. You have a great day, okay? All right. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello, Justin. Um, I have a... an account through a staffing company. I wanted to, uh, close my insurance.

Speaker speaker_0: Okay. What's the name of that staffing agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6787.

Speaker speaker_0: And what was your first and last name again?

Speaker speaker_1: Larry Gardner. G-A-R-N-E-R.

Speaker speaker_0: Garner. Um, did you recently just start-

Speaker speaker_1: So-

Speaker speaker_0: ... with Surge Staffing?

Speaker speaker_1: Yeah, it's no D, like G-A-R-N-E-R.

Speaker speaker_0: Oh, okay. You said you recently just started with them, correct?

Speaker speaker_1: Ye-, yeah, I have recently just started.

Speaker speaker_0: Okay, what's your full Social?

Speaker speaker_1: Um, it's, uh, 307-25-6787.

Speaker speaker_0: Okay, so it looks like I have to create you a file-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in our system to opt you out of their benefits. Um, what's your home address, including city, state and zip code?

Speaker speaker_1: Uh, 2307 Ed Roy Court, um, Cincinnati, Ohio. Uh, and then it'll be 45209.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 12-23-2001.

Speaker speaker_0: And a good phone number to have is 317-432-0455.

Speaker speaker_1: Yep.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: Uh, my first initial and last name, and then 3.24@gmail.com.

Speaker speaker_0: Gmail, okay. Let's see. So I'll go ahead and opt you out of the benefits. Is there anything else I could help you out with today, Larry?

Speaker speaker_1: Um, yeah, as far as somebody else that's working there, do they, do they gotta... They haven't started, they, they're, they're new too. Would they have to do the same process as me to make an account? I mean, to opt out?

Speaker speaker_0: Yes, sir. They would have to call to opt out. Yes, sir.

Speaker speaker_1: Oh, okay. And so, so w- is there any chance they can make a duplicate account?

Speaker speaker_0: Um, so if the person's nearby I could speak with them. However, if they're not, um, they would actually have to call, since that's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... there.

Speaker speaker_1: No, I understand. As far as the staffing company, like, for me, w- is there any chance they could end up making, like, if they hadn't made my accounts yet, end up making it, making it after you just opted out? Is that, is that-

Speaker speaker_0: No, no.

Speaker speaker_1: ... any chance of that?

Speaker speaker_0: No, sir. So I went ahead and created the account for you and opted you out-

Speaker speaker_1: Ah.

Speaker speaker_0: ... before they auto enrolled you into it anyways.

Speaker speaker_1: Yeah, sure. I see, so they couldn't enter my information in. Okay. All right, cool. Thank you. That's all I needed.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right.

Speaker speaker_0: All right, bye-bye.