

## **Transcript: Justin**

**Mills-6627322349928448-5346503006273536**

### **Full Transcript**

Thank you for calling Benefits and Accommodations. This is Justin. How can I help you today? Hello. Uh, I just got a text message, uh, s- telling me to call, I think. BIS here, big. Yeah. So that text message you probably received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans offered through them. So you have the option to either accept it, or the option to opt out of it. It's for health insurance. Okay. I don't, I don't need none of that. I mean, I can opt you out of it if need be. Yeah, just opt me out. Okay. So Surge Staffing. What's the last four of your social? 5962. And your first and last name? It's Nathan Womack. And for security purposes, can you verify your home address, including city, state and zip code, Nathan? It's 7767 Canto Road 44, Lot 2, Dawson, Alabama. And confirm your date of birth for me. 4/19/1977. And a good telephone number has a 256-440-9428? Yes. Okay. And then the email I have is nwomack8684 at gmail? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Oh, I was supposed to be in, uh... I got a paper through the mail saying that I had a, some unaccounted for money. Uh- And, uh, sign that paper and mail it back in. And - Um, honestly, we don't have anything to do with that, um, 'cause we're just the benefit administrators for Surge. Mokay. It should be, I should be receiving it any, any day now, so... Okay. Well, is there anything else - It's something in the mail. ... I can assist you with today? I don't need nothing else. Okay. Well, regarding that, uh, paper you received in the mail, I would either reach out to Surge Staffing regarding that, or just, um, read the document- Oh. ... and see if there is a telephone number on it to see who- Oh. ... it actually came from. Surge here in Fort Payne, um, they told me I'd have to sign that paper, mail it in, and then the corporate office would mail me a check. Okay. So that's something to deal with Surge at corporate. Um, so like I said- And, and I already signed that... I done signed that paper, and mailed it in. It's been several days. Okay. So like I said, I would reach out to Surge Staffing to see if you can obtain a corporate telephone number, and then speak to them regarding that. Okay. All right. Thank you. You're welcome. You have a great day, Nathan. Okay? All right.

### **Conversation Format**

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

Speaker speaker\_1: Hello. Uh, I just got a text message, uh, s- telling me to call, I think. BIS here, big.

Speaker speaker\_0: Yeah. So that text message you probably received was just congratulating you on a job with Surge Staffing, letting you know you would be automatically enrolled into one of their medical plans offered through them. So you have the option to either accept it, or the option to opt out of it. It's for health insurance.

Speaker speaker\_1: Okay. I don't, I don't need none of that.

Speaker speaker\_0: I mean, I can opt you out of it if need be.

Speaker speaker\_1: Yeah, just opt me out.

Speaker speaker\_0: Okay. So Surge Staffing. What's the last four of your social?

Speaker speaker\_1: 5962.

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

Speaker speaker\_1: It's Nathan Womack.

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

Speaker speaker\_1: It's 7767 Canto Road 44, Lot 2, Dawson, Alabama.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 4/19/1977.

Speaker speaker\_0: And a good telephone number has a 256-440-9428?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then the email I have is nwomack8684 at gmail?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Oh, I was supposed to be in, uh... I got a paper through the mail saying that I had a, some unaccounted for money.

Speaker speaker\_0: Uh-

Speaker speaker\_1: And, uh, sign that paper and mail it back in. And -

Speaker speaker\_0: Um, honestly, we don't have anything to do with that, um, 'cause we're just the benefit administrators for Surge.

Speaker speaker\_1: Mokay. It should be, I should be receiving it any, any day now, so...

Speaker speaker\_0: Okay. Well, is there anything else -

Speaker speaker\_1: It's something in the mail.

Speaker speaker\_0: ... I can assist you with today?

Speaker speaker\_1: I don't need nothing else.

Speaker speaker\_0: Okay. Well, regarding that, uh, paper you received in the mail, I would either reach out to Surge Staffing regarding that, or just, um, read the document-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... and see if there is a telephone number on it to see who-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... it actually came from.

Speaker speaker\_1: Surge here in Fort Payne, um, they told me I'd have to sign that paper, mail it in, and then the corporate office would mail me a check.

Speaker speaker\_0: Okay. So that's something to deal with Surge at corporate. Um, so like I said-

Speaker speaker\_1: And, and I already signed that... I done signed that paper, and mailed it in. It's been several days.

Speaker speaker\_0: Okay. So like I said, I would reach out to Surge Staffing to see if you can obtain a corporate telephone number, and then speak to them regarding that.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, Nathan. Okay?

Speaker speaker\_1: All right.