

Transcript: Justin

Mills-6653614957707264-4593110034595840

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes. I've got a text from this number stating they're gonna take some benefit... uh, take something out of my check or something. Um, do you mind reading out that text message for me please? Uh, yeah. Okay. Oh, wow. Okay, it says, uh, "Welcome to Surge. If you're... if eligible, you'll be auto, auto enrolled out of the M-E-C check, Check RX, i- within 30 days." Yeah. So that text message you received was just welcoming you to Surge Staffing and letting you know you'll be automatically enrolled into one of their medical plans. Um, so you have the option to either accept it or the option to opt out of it. It's for health insurance. Oh, I already have it through my wife's job. Okay. Uh, I can make sure that you h- have been opted out. Yeah, I want to opt out. Okay. So Surge Staffing, what's the last four of your Social? Uh, 3498. And what was your first and last name? Uh, Frederick Prince. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Prince? Uh, yeah. 635 Trebis Avenue, Columbus, Ohio, uh, 43206. And confirm your date of birth? 11/21/75. And a good telephone number has 310-854-9070? Yes. And the email has freewayfred213... er, 213@yahoo? Yes. Okay. Um, so I'll go ahead and opt you out. Is there anything else I could help you out with today? Uh, no, that was it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. All right, bye-bye. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes. I've got a text from this number stating they're gonna take some benefit... uh, take something out of my check or something.

Speaker speaker_0: Um, do you mind reading out that text message for me please?

Speaker speaker_1: Uh, yeah. Okay. Oh, wow. Okay, it says, uh, "Welcome to Surge. If you're... if eligible, you'll be auto, auto enrolled out of the M-E-C check, Check RX, i- within 30 days."

Speaker speaker_0: Yeah. So that text message you received was just welcoming you to Surge Staffing and letting you know you'll be automatically enrolled into one of their medical plans. Um, 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: Oh, I already have it through my wife's job.

Speaker speaker_0: Okay. Uh, I can make sure that you h- have been opted out.

Speaker speaker_1: Yeah, I want to opt out.

Speaker speaker_0: Okay. So Surge Staffing, what's the last four of your Social?

Speaker speaker_1: Uh, 3498.

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

Speaker speaker_1: Uh, Frederick Prince.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Prince?

Speaker speaker_1: Uh, yeah. 635 Trebis Avenue, Columbus, Ohio, uh, 43206.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/21/75.

Speaker speaker_0: And a good telephone number has 310-854-9070?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has freewayfred213... er, 213@yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_1: Uh, no, that was it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right, bye-bye. You're welcome. Bye-bye.