

Transcript: Justin

Mills-6676825209618432-4565467773059072

Full Transcript

Thank you for calling Benefits on a Card. This is production, how can I help you today? Um, yes, um, is this uh... Surge, um, ins- insurance? We're the benefit administrators for Surge Staffing, yes. Okay, yes. I do... My, okay, this is the right one. I was calling because I do not want to take out, um, insurance. Okay, so you want to opt out of benefits? Yes. Okay, so Surge Staffing. What's the last four of your social? 2954. And your first and last name? Sherry Smith. And for security purposes, could you verify your home address, including city, state and zip code, Sherry? 3606 Village Drive, Apartment K, Franklin, Ohio 45005. And confirm your date of birth? 09/25/1965. And if a telephone number I have is 513-668-4413. Correct. Then the email I have is sherrysmith1965@Yahoo! Correct. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today, Sherry? Nope, that's it. Awesome. Well, you have a wonderful weekend, okay? You too, thank you. You're welcome. Bye-bye. Mm-hmm, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is production, how can I help you today?

Speaker speaker_1: Um, yes, um, is this uh... Surge, um, ins- insurance?

Speaker speaker_0: We're the benefit administrators for Surge Staffing, yes.

Speaker speaker_1: Okay, yes. I do... My, okay, this is the right one. I was calling because I do not want to take out, um, insurance.

Speaker speaker_0: Okay, so you want to opt out of benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so Surge Staffing. What's the last four of your social?

Speaker speaker_1: 2954.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sherry Smith.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Sherry?

Speaker speaker_1: 3606 Village Drive, Apartment K, Franklin, Ohio 45005.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 09/25/1965.

Speaker speaker_0: And if a telephone number I have is 513-668-4413.

Speaker speaker_1: Correct.

Speaker speaker_0: Then the email I have is sherrysmith1965@Yahoo!

Speaker speaker_1: Correct.

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

Speaker speaker_1: Nope, that's it.

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

Speaker speaker_1: You too, thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Mm-hmm, bye-bye.