

Transcript: Justin

Mills-6729919620235264-4817765820317696

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I just got on with, uh, Surge and they told me that my medical plan or whatever starts from my hire day, um, and told me I had 30 days to cancel it if I wanted to, and I would like to do that. Okay. So you said you recently just started with them, correct? Yes. I started today. Okay. Um, so in order for me to create a file in our system to opt you out of Surge's benefits, I need your full Social. Okay. I can do that. Um, just let me know when you're ready. I'm ready. Uh, 673-09-0789. And just to confirm, 673-09-0789? Yeah. Okay. And what was your first and last name? Franklin Halstead. Okay. And your home address, including city, state and zip code? Uh, 67 Jones Road, Lot B, New Station, Alabama, uh, 36877. And your date of birth? July 18, 2000. And a good telephone number I have is 706-315-5138. Uh, yeah, I need to change that. Um, it'll- That's a good phone number. Yeah. It'll be 334-384-3748. And just to confirm, 334-384-3748? Yes. And the email I have is I am T-A-Y-C-A iCloud? Uh, I need to change that also. That's a good email. Let me see. Uh, it'll be B-A-B-Y G as in God, R-A-Y-Z T-H-E, G as in God again, and then O-A-T @gmail. Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today, Franklin? Uh, no, that's it. I just didn't want to pay an extra \$14 a week. Totally understand. Well, you have a wonderful weekend, okay? All right. Thank you. You're welcome. Bye-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: Hi. I just got on with, uh, Surge and they told me that my medical plan or whatever starts from my hire day, um, and told me I had 30 days to cancel it if I wanted to, and I would like to do that.

Speaker speaker_0: Okay. So you said you recently just started with them, correct?

Speaker speaker_1: Yes. I started today.

Speaker speaker_0: Okay. Um, so in order for me to create a file in our system to opt you out of Surge's benefits, I need your full Social.

Speaker speaker_1: Okay. I can do that. Um, just let me know when you're ready.

Speaker speaker_0: I'm ready.

Speaker speaker_1: Uh, 673-09-0789.

Speaker speaker_0: And just to confirm, 673-09-0789?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Franklin Halstead.

Speaker speaker_0: Okay. And your home address, including city, state and zip code?

Speaker speaker_1: Uh, 67 Jones Road, Lot B, New Station, Alabama, uh, 36877.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July 18, 2000.

Speaker speaker_0: And a good telephone number I have is 706-315-5138.

Speaker speaker_1: Uh, yeah, I need to change that. Um, it'll-

Speaker speaker_0: That's a good phone number. Yeah.

Speaker speaker_1: It'll be 334-384-3748.

Speaker speaker_0: And just to confirm, 334-384-3748?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is I am T-A-Y-C-A iCloud?

Speaker speaker_1: Uh, I need to change that also.

Speaker speaker_0: That's a good email.

Speaker speaker_1: Let me see. Uh, it'll be B-A-B-Y G as in God, R-A-Y-Z T-H-E, G as in God again, and then O-A-T @gmail.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today, Franklin?

Speaker speaker_1: Uh, no, that's it. I just didn't want to pay an extra \$14 a week.

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

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: Bye.