

## **Transcript: Chris Sofield (deactivated)-4728581456445440-6190578509332480**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Chris. How can I...? Hello, sir. I'm calling... I'm wanting to opt out of your coverage. Okay. What staffing company do you work with? Surge. And the last four of your Social? 2940. All right. Your first and last name? Alton. Are you a brand new hire with Surge, sir? Yes, sir. Uh, uh, I've only worked one week. Okay. So we'll need to create a file in our system in order to opt you out at this time. Um, that's going to require I get more information from you, starting with I will need your full Social at this time. It's 405-15-2940. Okay. I'm sorry, I need the full Social. I only caught, like, the first six or seven numbers. It's 405-15-2940. Okay. Yeah, I somehow missed... completely missed the first three. Um, all right. And then- It's 405-... All right. And then what was the last name again? Alton. A-l-t-o-n. Thank you. Mr. Alton, what is your current mailing address? It's 537 Bellwood Drive, 42701 Elizabethtown, Kentucky, Apartment four. Okay. And then your date of birth? 10/12/1980. And then a good phone number for you. 502-715-7411. Okay. Thank you. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? That's it. Well, you have a blessed day. Same to you, sir. Thanks for calling. Mm-bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Chris. How can I...?

Speaker speaker\_2: Hello, sir. I'm calling... I'm wanting to opt out of your coverage.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 2940.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Alton.

Speaker speaker\_1: Are you a brand new hire with Surge, sir?

Speaker speaker\_2: Yes, sir. Uh, uh, I've only worked one week.

Speaker speaker\_1: Okay. So we'll need to create a file in our system in order to opt you out at this time. Um, that's going to require I get more information from you, starting with I will need your full Social at this time.

Speaker speaker\_2: It's 405-15-2940.

Speaker speaker\_1: Okay. I'm sorry, I need the full Social. I only caught, like, the first six or seven numbers. It's 405-15-2940. Okay. Yeah, I somehow missed... completely missed the first three. Um, all right. And then-

Speaker speaker\_2: It's 405-...

Speaker speaker\_1: All right. And then what was the last name again?

Speaker speaker\_2: Alton. A-l-t-o-n.

Speaker speaker\_1: Thank you. Mr. Alton, what is your current mailing address?

Speaker speaker\_2: It's 537 Bellwood Drive, 42701 Elizabethtown, Kentucky, Apartment four.

Speaker speaker\_1: Okay. And then your date of birth?

Speaker speaker\_2: 10/12/1980.

Speaker speaker\_1: And then a good phone number for you.

Speaker speaker\_2: 502-715-7411.

Speaker speaker\_1: Okay. Thank you. All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker\_2: That's it. Well, you have a blessed day.

Speaker speaker\_1: Same to you, sir. Thanks for calling. Mm-bye now.

Speaker speaker\_2: Bye.