

## **Transcript: Chris Sofield**

**(deactivated)-4948449759379456-5814245423366144**

### **Full Transcript**

Thank you for calling Benefits on a Card-, this is Chris. How can I help you today? Uh, good afternoon. Uh, my first name is Nasir Hassen and my last name is Azmiri. I work in Scanfill company. Okay. Um... m- how can I help you? So I want to cancel my, whatever the insurance medical. Okay. Uh, what staffing company did you say you worked with? I've worked with the Wagner staffing. Okay. And the last four of your social? Oh, one second. Because I'm new, so- Yep. Um, one second. Um, let me see. My last four is 2799. All right. Can you please verify your address and date of birth? My address is 3745 Bexley Lane, Suwanee, Georgia 30024. And my date of birth is 07/01/1963. Okay. Um, we have a phone number showing up for you as 404-422-6732. Is that your best number? Yeah. Okay. All right. I have you opted out of automatic enrollment and I have the pending enrollment canceled, so you are not going to be auto- you're not going to be enrolled in any insurance. Anything else? Uh, no. Thank you. If I get any email or something like that, so cancel the, whatever the medical? Yes. You've, you've, you've already done so, so you're, you're good to go. If you receive any further communication regarding enrollment, you can just disregard it. Okay. All right. Thank you. You're welcome. Thanks for calling and have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card-, this is Chris. How can I help you today?

Speaker speaker\_1: Uh, good afternoon. Uh, my first name is Nasir Hassen and my last name is Azmiri. I work in Scanfill company.

Speaker speaker\_0: Okay. Um... m- how can I help you?

Speaker speaker\_1: So I want to cancel my, whatever the insurance medical.

Speaker speaker\_0: Okay. Uh, what staffing company did you say you worked with?

Speaker speaker\_1: I've worked with the Wagner staffing.

Speaker speaker\_0: Okay. And the last four of your social?

Speaker speaker\_1: Oh, one second. Because I'm new, so-

Speaker speaker\_0: Yep.

Speaker speaker\_1: Um, one second. Um, let me see. My last four is 2799.

Speaker speaker\_0: All right. Can you please verify your address and date of birth?

Speaker speaker\_1: My address is 3745 Bexley Lane, Suwanee, Georgia 30024. And my date of birth is 07/01/1963.

Speaker speaker\_0: Okay. Um, we have a phone number showing up for you as 404-422-6732. Is that your best number?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All right. I have you opted out of automatic enrollment and I have the pending enrollment canceled, so you are not going to be auto- you're not going to be enrolled in any insurance. Anything else?

Speaker speaker\_1: Uh, no. Thank you. If I get any email or something like that, so cancel the, whatever the medical?

Speaker speaker\_0: Yes. You've, you've, you've already done so, so you're, you're good to go. If you receive any further communication regarding enrollment, you can just disregard it.

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

Speaker speaker\_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_1: You too.