

Transcript: Chris Sofield

(deactivated)-4955393377124352-4911171420766208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. How you doing today, buddy? I'm doing well, sir. And yourself? Good, thank you. Hey, I'm calling on behalf of a Surge, uh, insurance thing that was filed for myself. I would like to make sure that it is canceled. I do not need it. I am good. Okay. Uh, what's the last four of your social, sir? 0615. And your first and last name? Clifford Godfrey. Clifford Godfrey. And you said last four of your social was 0615? Correct. Okay, it doesn't look like we have the file on our system for you, Mr. Godfrey. So in order to opt you out of Surge's automatic enrollment, I am going to need to get some more information for you, uh, starting with... I would need to get your full social to start that file. Okay. All right. My full social is 263- Mm-hmm. ... 91 0615. All right. Uh, then Clifford, C-L-I-F-F-O-R-D? Yes, sir. And Godfrey, G-O-D-F-R-E-Y? Also correct. All right. What's your current mailing address, sir? 1129 Barton Place, B-A-R-T-O-N T-A... Mm-hmm. ... Canton, Ohio 44705. 44705, got it. Your date of birth? 8/21/68. Thank you. And then a good phone number for you. Area code 330-904-4108. All right. I have your file created. You are opted out of automatic enrollment, so you should not be enrolled into anything. Uh, now you may still receive, uh, an automated text message advising g- uh, the automatic enrollment process and to give us a call regarding that. But since you've already done so, should you receive that text message, you can just ignore that. Okay? Heard that. Thank you. No problem. Anything else? All right, that's it. Thank you, sir. You're very welcome. Thanks for calling. Have a wonderful day. You too. You too. All right, bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. How you doing today, buddy?

Speaker speaker_1: I'm doing well, sir. And yourself?

Speaker speaker_2: Good, thank you. Hey, I'm calling on behalf of a Surge, uh, insurance thing that was filed for myself. I would like to make sure that it is canceled. I do not need it. I am good.

Speaker speaker_1: Okay. Uh, what's the last four of your social, sir?

Speaker speaker_2: 0615.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Clifford Godfrey.

Speaker speaker_1: Clifford Godfrey. And you said last four of your social was 0615?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, it doesn't look like we have the file on our system for you, Mr. Godfrey. So in order to opt you out of Surge's automatic enrollment, I am going to need to get some more information for you, uh, starting with... I would need to get your full social to start that file.

Speaker speaker_2: Okay. All right. My full social is 263-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 91 0615.

Speaker speaker_1: All right. Uh, then Clifford, C-L-I-F-F-O-R-D?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And Godfrey, G-O-D-F-R-E-Y?

Speaker speaker_2: Also correct.

Speaker speaker_1: All right. What's your current mailing address, sir?

Speaker speaker_2: 1129 Barton Place, B-A-R-T-O-N T-A...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... Canton, Ohio 44705.

Speaker speaker_1: 44705, got it. Your date of birth?

Speaker speaker_2: 8/21/68.

Speaker speaker_1: Thank you. And then a good phone number for you.

Speaker speaker_2: Area code 330-904-4108.

Speaker speaker_1: All right. I have your file created. You are opted out of automatic enrollment, so you should not be enrolled into anything. Uh, now you may still receive, uh, an automated text message advising g- uh, the automatic enrollment process and to give us a call regarding that. But since you've already done so, should you receive that text message, you can just ignore that. Okay?

Speaker speaker_2: Heard that. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: All right, that's it. Thank you, sir.

Speaker speaker_1: You're very welcome. Thanks for calling. Have a wonderful day.

Speaker speaker_2: You too. You too.

Speaker speaker_1: All right, bye now.