

Transcript: Chris Sofield

(deactivated)-4966495772786688-6123907573661696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Okay, okay. Hello. W- my name is... I am Jean. Okay. Uh. How can I help you today, sir? Well, about the insurance, I, I came to block it. Decline it. You're asking to decline insurance? Oui, about third, sir. Okay. So I said- You said this is for s- sir, you said this is for Third Staffing? Oui, I, d-... try it. Okay. I try it. Mm-hmm. Okay. What's the last four of your Social? What? What's the last four of your Social Security number? Yes. Your Social Security- And then three- ... number. I need the last four numbers of it. Okay. My, my phone number? No, not your phone number, your Social Security number. Oh, okay. So Social Security number is 668382... uh-huh... 3792. So, the last four numbers are 2792? Huh? That is Social Security number there. Ye- yes. I just need- Okay. ... the last four numbers of the Social Security number. You said that was 2792? Oui, two seven... My, my phone number? No, no. Not, not your phone number, sir. The last four numbers- Wait. Phone number means six- ... of your... No. No. Not your phone number. I do not need your phone number. Mm-hmm. I need the last four numbers of your Social Security number. Oui, c'est ca. My security num- my security number is six, six, eight, three, eight, two, and three, seven, nine, th- two. Mm-hmm. So, the last four numbers are 3792? Yes. Okay. And what is your last name, sir? Oui, um... Last names say Auguste. Thank you. Mr. Auguste, could you verify your address and your date of birth for me, please? My address? Mm-hmm. Oui, my address is 706 South Ohio Avenue. Mm-hmm. And, and the city, state and zip code? What? The city, the state and the zip code. I need the rest of the address, sir. Oh. Zip code. Ohio Avenue, Sydney, Ohio and 4... 45365. Zip code. Thank you. Mm-hmm. All right. And then your date of birth? What? Your date of birth. Uh, oh, okay, okay. It is 06/06/1972. Mm-hmm. Thank you, sir. Mm-hmm. All right. I show it looks like you're f- you're already opted out of automatic enrollment, so you're, you're not going to be enrolled in any coverage. It looks like you called us couple of months ago to decline, so you're, you're still good to go. Okay. All right. Anything else? What? Did you have any other questions for me? Oui, I can say..... definitively, uh, de- I, I decline this insurance. Mm-hmm. Yes. Oui. Yes, you're, you are declined. W- did you have any other questions for me? Um, no question. Mm-hmm. All right. Thank you again for calling and have a good day. Okay. You too. Yeah. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Okay, okay. Hello. W- my name is... I am Jean.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh.

Speaker speaker_2: How can I help you today, sir?

Speaker speaker_1: Well, about the insurance, I, I came to

Speaker speaker_3: block it. Decline it.

Speaker speaker_2: You're asking to decline insurance?

Speaker speaker_1: Oui, about third, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: So I said-

Speaker speaker_2: You said this is for s- sir, you said this is for Third Staffing?

Speaker speaker_1: Oui, I, d-... try it.

Speaker speaker_2: Okay.

Speaker speaker_1: I try it. Mm-hmm.

Speaker speaker_2: Okay. What's the last four of your Social?

Speaker speaker_1: What?

Speaker speaker_2: What's the last four of your Social Security number?

Speaker speaker_1: Yes.

Speaker speaker_2: Your Social Security-

Speaker speaker_1: And then three-

Speaker speaker_2: ... number. I need the last four numbers of it.

Speaker speaker_1: Okay. My, my phone number?

Speaker speaker_2: No, not your phone number, your Social Security number.

Speaker speaker_1: Oh, okay. So Social Security number is 668382... uh-huh... 3792.

Speaker speaker_2: So, the last four numbers are 2792?

Speaker speaker_1: Huh? That is Social Security number there.

Speaker speaker_2: Ye- yes. I just need-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the last four numbers of the Social Security number. You said that was 2792?

Speaker speaker_1: Oui, two seven... My, my phone number?

Speaker speaker_2: No, no. Not, not your phone number, sir. The last four numbers-

Speaker speaker_1: Wait. Phone number means six-

Speaker speaker_2: ... of your... No. No. Not your phone number. I do not need your phone number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I need the last four numbers of your Social Security number.

Speaker speaker_1: Oui, c'est ca. My security num- my security number is six, six, eight, three, eight, two, and three, seven, nine, th- two. Mm-hmm.

Speaker speaker_2: So, the last four numbers are 3792?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And what is your last name, sir?

Speaker speaker_1: Oui, um... Last names say Auguste.

Speaker speaker_2: Thank you. Mr. Auguste, could you verify your address and your date of birth for me, please?

Speaker speaker_1: My address?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Oui, my address is 706 South Ohio Avenue. Mm-hmm.

Speaker speaker_2: And, and the city, state and zip code?

Speaker speaker_1: What?

Speaker speaker_2: The city, the state and the zip code. I need the rest of the address, sir.

Speaker speaker_1: Oh. Zip code. Ohio Avenue, Sydney, Ohio and 4... 45365. Zip code.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. And then your date of birth?

Speaker speaker_1: What?

Speaker speaker_2: Your date of birth.

Speaker speaker_1: Uh, oh, okay, okay. It is 06/06/1972. Mm-hmm.

Speaker speaker_2: Thank you, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. I show it looks like you're f- you're already opted out of automatic enrollment, so you're, you're not going to be enrolled in any coverage. It looks like you called us couple of months ago to decline, so you're, you're still good to go.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Anything else?

Speaker speaker_1: What?

Speaker speaker_2: Did you have any other questions for me?

Speaker speaker_1: Oui, I can say..... definitively, uh, de- I, I decline this insurance. Mm-hmm.

Speaker speaker_2: Yes. Oui. Yes, you're, you are declined. W- did you have any other questions for me?

Speaker speaker_1: Um, no question. Mm-hmm.

Speaker speaker_2: All right. Thank you again for calling and have a good day.

Speaker speaker_1: Okay. You too. Yeah. Mm-hmm.