

## **Transcript: Chris Sofield (deactivated)-5010827779194880-6251077851627520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you ... This is Chris, how can I... Hi, Chris. This is David Brown. I'm calling regarding a voice mail that I received, um, related to my benefits. Okay, let me, uh... Did it say anything about, like, you- You mean, BEG Staffing? ... being ineligible for benefits or something relating to- Um, I- ... like there was an error? There was an error. Um, I, I guess I selected that I wanted to participate, but then I also selected that I didn't want to participate and I actually, yeah, I do not want to participate. Okay, let me, let me pull your file up and just document that down and that's all we would need to do. Um, so, uh, real quick, what's the last four of your Social? Seven, two, one, nine. All right. And Mr. Brown, uh, can you verify your address and date of birth, please? 1453 Willow Lake Drive, Northeast Atlanta, Georgia. Apartment E30329. All right. And then the date of birth? October 4th, 1986. All right. Then phone on file 470-667-0607? Yeah. All right. I'll document that you are declining insurance coverage from BEG Staffing and we're good to go on that. Was there anything else I could help you with? Nope, that'll be all. Thank you. All right. Thanks again for calling. Have a good day. Uh-huh. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you ... This is Chris, how can I...

Speaker speaker\_2: Hi, Chris. This is David Brown. I'm calling regarding a voice mail that I received, um, related to my benefits.

Speaker speaker\_1: Okay, let me, uh... Did it say anything about, like, you-

Speaker speaker\_2: You mean, BEG Staffing?

Speaker speaker\_1: ... being ineligible for benefits or something relating to-

Speaker speaker\_2: Um, I-

Speaker speaker\_1: ... like there was an error?

Speaker speaker\_2: There was an error. Um, I, I guess I selected that I wanted to participate, but then I also selected that I didn't want to participate and I actually, yeah, I do not want to participate.

Speaker speaker\_1: Okay, let me, let me pull your file up and just document that down and that's all we would need to do. Um, so, uh, real quick, what's the last four of your Social?

Speaker speaker\_2: Seven, two, one, nine.

Speaker speaker\_1: All right. And Mr. Brown, uh, can you verify your address and date of birth, please?

Speaker speaker\_2: 1453 Willow Lake Drive, Northeast Atlanta, Georgia. Apartment E30329.

Speaker speaker\_1: All right. And then the date of birth?

Speaker speaker\_2: October 4th, 1986.

Speaker speaker\_1: All right. Then phone on file 470-667-0607?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. I'll document that you are declining insurance coverage from BEG Staffing and we're good to go on that. Was there anything else I could help you with?

Speaker speaker\_2: Nope, that'll be all. Thank you.

Speaker speaker\_1: All right. Thanks again for calling. Have a good day.

Speaker speaker\_2: Uh-huh. Bye-bye.

Speaker speaker\_1: Bye.