

## **Transcript: Chris Sofield (deactivated)-5114597050728448-5623062256992256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Uh, yeah, I just got texted about Surge's insurance, uh, the auto enrollment. I wanted to call and cancel. Okay. No problem. What's the last four of your social? Uh, 1932. And first and last name? Justice Patanko. All right, there we go. All right, sir. Could you verify your address and date of birth, please? 1471 Troy Road, Lot 65, Ashland, Ohio 44805. Birthdate is 12/17/1990. Thank you. Phone we have on file, we have, uh, 614-973-2267. Is that still correct? Correct. Yep. All right. Got you opted out. You're good to go. Anything else? Nope. That is all, sir. Thank you. You're welcome. Thanks for calling. Have a good day. Bye. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, yeah, I just got texted about Surge's insurance, uh, the auto enrollment. I wanted to call and cancel.

Speaker speaker\_1: Okay. No problem. What's the last four of your social?

Speaker speaker\_2: Uh, 1932.

Speaker speaker\_1: And first and last name?

Speaker speaker\_2: Justice Patanko.

Speaker speaker\_1: All right, there we go. All right, sir. Could you verify your address and date of birth, please?

Speaker speaker\_2: 1471 Troy Road, Lot 65, Ashland, Ohio 44805. Birthdate is 12/17/1990.

Speaker speaker\_1: Thank you. Phone we have on file, we have, uh, 614-973-2267. Is that still correct?

Speaker speaker\_2: Correct. Yep.

Speaker speaker\_1: All right. Got you opted out. You're good to go. Anything else?

Speaker speaker\_2: Nope. That is all, sir. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling. Have a good day.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Bye now.