

## **Transcript: Chris Sofield (deactivated)-5116168188411904-6092244335149056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I just needs to mount my PC. Hey, thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hello. Yes. I work for CSR, um, and I wanted to decline my, uh, health insurance. Okay. What's the last four of your social so I can locate a file? 6716. 6716 you said? Yes. Okay. And your first and last name? Carina Amity. Okay, it doesn't look like we have that file for you, Ms. Amity. So in order to get you opted out of the automatic enrollment, I will need to create that file. It's going to require me getting- Mm-hmm. ... a little bit more information from you starting with- Okay. ... your full social at this time. Um, 5944- Mm-hmm. ... 7- Mm-hmm. 6716. All right. What is your current mailing address, ma'am? 1204 East Cumberland Ave., Unit 115, Tampa, Florida 33602. Thank you. Your date of birth? 12/27/94. And then finally, a good phone number for you. 305-281-8242. All right. Thank you, Ms. Amity. I've got your file created. You've been opted out of automatic enrollment. Was there anything else- Okay. ... I could help you with? That'll be all. Thank you very much. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: I just needs to mount my PC.

Speaker speaker\_2: Hey, thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hello. Yes. I work for CSR, um, and I wanted to decline my, uh, health insurance.

Speaker speaker\_2: Okay. What's the last four of your social so I can locate a file?

Speaker speaker\_1: 6716.

Speaker speaker\_2: 6716 you said?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. And your first and last name?

Speaker speaker\_1: Carina Amity.

Speaker speaker\_2: Okay, it doesn't look like we have that file for you, Ms. Amity. So in order to get you opted out of the automatic enrollment, I will need to create that file. It's going to require me getting-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... a little bit more information from you starting with-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... your full social at this time.

Speaker speaker\_1: Um, 5944-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 7-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: 6716.

Speaker speaker\_2: All right. What is your current mailing address, ma'am?

Speaker speaker\_1: 1204 East Cumberland Ave., Unit 115, Tampa, Florida 33602.

Speaker speaker\_2: Thank you. Your date of birth?

Speaker speaker\_1: 12/27/94.

Speaker speaker\_2: And then finally, a good phone number for you.

Speaker speaker\_1: 305-281-8242.

Speaker speaker\_2: All right. Thank you, Ms. Amity. I've got your file created. You've been opted out of automatic enrollment. Was there anything else-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I could help you with?

Speaker speaker\_1: That'll be all. Thank you very much.

Speaker speaker\_2: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_2: Bye now.