

Transcript: Chris Sofield

(deactivated)-517581078444416-6134800074883072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hi, my name is Shauna Stone. Um, today, um, I have started to work at, uh, DK for Surge, and I, um, I've done their initial, uh, uh, application process. So I had to check mark, um, for benefits, and, um, they told me to give you guys a call and to exempt myself from the benefit process. Okay. What's the last four of your Social so we can try to locate a file for you? All right, it's 7604. Thank you. And your first and last name? Uh, Shauna Stone. Okay. Uh, we'll need to create a file in our system in order to opt you out of their automatic enrollment. Okay. Uh, in order to get that done, I am gonna need to get some more information from you. Um- Okay. ... starting with, I will need to get your full Social at this time. All right. It is 287-60-7604. Thank you. So could you verify your, or could you provide your, uh, current mailing address, please? It is, uh, hold on, I just moved. It is, what? 48 or... Shoot, 250 East Hubert Avenue. I'm sorry. You're fine. And the city, state, and zip? Uh, Lancaster, Ohio, 43130. Okay. All right. What is your date of birth? Uh, February 13th, 1977. Thank you. And then finally, a good phone number for you. Yeah, it's 740-407-8995. Okay. All right. Thank you. We've got you opted out of automatic enrollment, and you're good to go. Just be aware that, uh, you may still receive a text message just kind of, uh, advising that, uh, automatic enrollment is still a thing. Uh, that is just an automated message that goes out to everyone at Surge, uh, just advise, like just as a reminder for that. Um, but since you've already called us to opt out, you can just disregard if you receive that message, but you're good to go. All right. All right, thank you so much. You have a great day. You're welcome. Thanks again for calling. Have a good day, ma'am. 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 for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, my name is Shauna Stone. Um, today, um, I have started to work at, uh, DK for Surge, and I, um, I've done their initial, uh, uh, application process. So I had to check mark, um, for benefits, and, um, they told me to give you guys a call and to exempt myself from the benefit process.

Speaker speaker_1: Okay. What's the last four of your Social so we can try to locate a file for you?

Speaker speaker_2: All right, it's 7604.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Uh, Shauna Stone.

Speaker speaker_1: Okay. Uh, we'll need to create a file in our system in order to opt you out of their automatic enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, in order to get that done, I am gonna need to get some more information from you. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... starting with, I will need to get your full Social at this time.

Speaker speaker_2: All right. It is 287-60-7604.

Speaker speaker_1: Thank you. So could you verify your, or could you provide your, uh, current mailing address, please?

Speaker speaker_2: It is, uh, hold on, I just moved. It is, what? 48 or... Shoot, 250 East Hubert Avenue. I'm sorry.

Speaker speaker_1: You're fine. And the city, state, and zip?

Speaker speaker_2: Uh, Lancaster, Ohio, 43130.

Speaker speaker_1: Okay. All right. What is your date of birth?

Speaker speaker_2: Uh, February 13th, 1977.

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

Speaker speaker_2: Yeah, it's 740-407-8995.

Speaker speaker_1: Okay. All right. Thank you. We've got you opted out of automatic enrollment, and you're good to go. Just be aware that, uh, you may still receive a text message just kind of, uh, advising that, uh, automatic enrollment is still a thing. Uh, that is just an automated message that goes out to everyone at Surge, uh, just advise, like just as a reminder for that. Um, but since you've already called us to opt out, you can just disregard if you receive that message, but you're good to go.

Speaker speaker_2: All right. All right, thank you so much. You have a great day.

Speaker speaker_1: You're welcome. Thanks again for calling. Have a good day, ma'am.

Speaker speaker_2: Uh huh, bye-bye.

Speaker speaker_1: Bye.