

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Um, yes. My name is Martha Pettis and I wanted to opt out of the insurance. Um, I think I did... I did see that they work in but I decided I'ma keep my current insurance. Okay. What staffing company do you work with? Um, ATC. And the last four of your social? 1100. Thank you. And what was the... what was the last name again? Pettis. P-E-T-T-I-S. Okay. It doesn't look like we have any file on our system for you, Miss Pettis. Um, you said you just recently, uh, signed up for insurance? Mm-hmm. It may, it may not... It just may not have gotten over to us just yet. Um, but what we can do is we can create a file on our system to, uh... and put doc- uh, just put documentation on there, um, kind of to just ignore anything that may come in for you. Um... Okay. In order to do that, I'll need to get a little bit of, uh, information from you starting with I'll need- Okay. ... your full social at this time. Mm-hmm. 255-67-1100. Okay. You said your first name was Martha? Marva M as in Mary, A-R-V like Victor, A. Marva. Got it. Okay. And then- Mm-hmm. ... um, what is your current mailing address? Um, 316 Layfield, L-A-Y-F-I-E-L-D, Drive. And that's Jonesboro, Georgia 30238. Thank you. And then your date of birth? 3/15/88. And then a good phone number for you. 404-422-3604. All right. I will go ahead and create your file and document to just, uh, disregard any enrollment forms that may come in for you. Okay? Thank you so much. No problem. Anything else? No, that's all. You have a great day. You as well. Thanks again for calling. Mm-bye now. Mm-hmm. 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 on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, yes. My name is Martha Pettis and I wanted to opt out of the insurance. Um, I think I did... I did see that they work in but I decided I'ma keep my current insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, ATC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 1100.

Speaker speaker_1: Thank you. And what was the... what was the last name again?

Speaker speaker_2: Pettis. P-E-T-T-I-S.

Speaker speaker_1: Okay. It doesn't look like we have any file on our system for you, Miss Pettis. Um, you said you just recently, uh, signed up for insurance?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It may, it may not... It just may not have gotten over to us just yet. Um, but what we can do is we can create a file on our system to, uh... and put doc- uh, just put documentation on there, um, kind of to just ignore anything that may come in for you. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: In order to do that, I'll need to get a little bit of, uh, information from you starting with I'll need-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your full social at this time.

Speaker speaker_2: Mm-hmm. 255-67-1100.

Speaker speaker_1: Okay. You said your first name was Martha?

Speaker speaker_2: Marva M as in Mary, A-R-V like Victor, A.

Speaker speaker_1: Marva. Got it. Okay. And then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, what is your current mailing address?

Speaker speaker_2: Um, 316 Layfield, L-A-Y-F-I-E-L-D, Drive. And that's Jonesboro, Georgia 30238.

Speaker speaker_1: Thank you. And then your date of birth?

Speaker speaker_2: 3/15/88.

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

Speaker speaker_2: 404-422-3604.

Speaker speaker_1: All right. I will go ahead and create your file and document to just, uh, disregard any enrollment forms that may come in for you. Okay?

Speaker speaker_2: Thank you so much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's all. You have a great day.

Speaker speaker_1: You as well. Thanks again for calling. Mm-bye now.

Speaker speaker_2: Mm-hmm. Bye-bye.