

Transcript: Chris Sofield

(deactivated)-5766653523574784-6494939987886080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits with Card ... how can I help you? Yeah, so I'm Martin Seawoods. I work for, uh, Wagner at ... And, um, I wanna drop the insurance, that's \$14.00 because that's coming out my check. I want to drop it. Okay. What's the last four of your Social to locate in the file? Um, two, five, eight, four, three, fifteen-thirteen. I just needed the last four which was what, one-five, one-three? Oh, yeah. Yeah, yeah, yeah. Okay. All right. So could you verify your address and your date of birth for me? Um, it's 6... It's 601 Thomaston Road, three, one, two, two, zero, Macon, Georgia. Apartment... Huh? Apartment 1901. Okay. And your date of birth? 10-21-1975. Thank you. And then phone number we have on file is 478-722-4770, is that correct? Say what now? Say that again, sir. We, we have a phone number on file of 478-722-4770. Is that correct? Uh, that's supposed to be your phone number or something? Oh, mine? That's, that's the phone number that we have on file for you. Is that your phone number? No, my phone number on 229-655-8287. Thank you. And I'm not showing that you're currently enrolled in any insurance that you use. Oh, I'm not? No, you're not currently enrolled into anything, so there's nothing to cancel. That what I thought. That's why I was trying to look. It'd be right there with Medicare on your check stub. I don't know where it's going to be on your check stub because that's handled by Wagner's payroll team which we are not. Okay. So I'm not enrolled? No, sir. All right. Thank you, sir. No problem. Thanks for calling and have a good day. All right. ... I ain't enrolled. See, that's the thing. Well said.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits with Card ... how can I help you?

Speaker speaker_2: Yeah, so I'm Martin Seawoods. I work for, uh, Wagner at ... And, um, I wanna drop the insurance, that's \$14.00 because that's coming out my check. I want to drop it.

Speaker speaker_1: Okay. What's the last four of your Social to locate in the file?

Speaker speaker_2: Um, two, five, eight, four, three, fifteen-thirteen.

Speaker speaker_1: I just needed the last four which was what, one-five, one-three?

Speaker speaker_2: Oh, yeah. Yeah, yeah, yeah.

Speaker speaker_1: Okay. All right. So could you verify your address and your date of birth for me?

Speaker speaker_2: Um, it's 6... It's 601 Thomaston Road, three, one, two, two, zero, Macon, Georgia. Apartment... Huh? Apartment 1901.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: 10-21-1975.

Speaker speaker_1: Thank you. And then phone number we have on file is 478-722-4770, is that correct?

Speaker speaker_2: Say what now? Say that again, sir.

Speaker speaker_1: We, we have a phone number on file of 478-722-4770. Is that correct?

Speaker speaker_2: Uh, that's supposed to be your phone number or something? Oh, mine?

Speaker speaker_1: That's, that's the phone number that we have on file for you. Is that your phone number?

Speaker speaker_2: No, my phone number on 229-655-8287.

Speaker speaker_1: Thank you. And I'm not showing that you're currently enrolled in any insurance that you use.

Speaker speaker_2: Oh, I'm not?

Speaker speaker_1: No, you're not currently enrolled into anything, so there's nothing to cancel.

Speaker speaker_2: That what I thought. That's why I was trying to look. It'd be right there with Medicare on your check stub.

Speaker speaker_1: I don't know where it's going to be on your check stub because that's handled by Wagner's payroll team which we are not.

Speaker speaker_2: Okay. So I'm not enrolled?

Speaker speaker_1: No, sir.

Speaker speaker_2: All right. Thank you, sir.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: All right. ... I ain't enrolled.

Speaker speaker_0: See, that's the thing. Well said.