

## **Transcript: Chris Sofield**

**(deactivated)-5798495148883968-5065341211557888**

### **Full Transcript**

Thank you for calling Medical Insurance, this is Chris. How can I help you today? Um, hi. I would like to call because I was automatically enrolled in the medical insurance, ou- uh, taken out of my check. I would like to opt out of that and get that taken off. Okay. Okay, what staffing company do you work with? Surge Staffing. I'm sorry, uh, the line cut out. What was that? Surge Staffing. Thank you, last four of your social? Two two seven four. Thank you. One moment. And your first and last name? Caliyah Ennon. C-A-L-I-Y-A-H, last name E-N-N-O-N. Thank you, Miss Ennon, could you verify your address and date of birth for me? Um... What's on there? 480 Holdworth, uh, Drive, or 638 Stackman Street? Uh, neither one of those. Um, 4667 East Main Street, Columbus, Ohio? Apartment 37? No, ma'am. What the heck? Um, 1220 Corrugated Way? No. Um, what's on there? I can't tell you what's on here. You, you would have to verify it on- 855... 855 Wedgeworth Drive, uh, Apartment 9, Columbus, Ohio? No, ma'am. Um... I... Hold on. The- C- Can I look at my Surge app to see what they have on there? Yeah. The, it, 'cause this would have come from them, so it would be whatever address they have on file for you. Okay. Um, is it 5167 Cedar Drive? No, ma'am. And you said it's not 4667 East Main Street? No, ma'am, um- You said it's not 1220 Corrugated Way? I- The only, the only thing I can tell you is it is in Columbus, and the street name starts with M, as in Mike. Mmm... 4667 East Main Street? Yes, ma'am. No, ma'am, it's not Main Street. Mmm. What's the- There, there is another way for us to be able to move forward at this point. Mmm. Um, if you're unable to verify the address, I would need you to verify your full social at this time. You said I can verify my full social? Yes, ma'am. 156112274. Okay, thank you. All right, yeah, the, the address that we had on file was Mayfair. Oh, yeah, can you take that off please? That's where my- Yeah. ... where my, um, where my W-2s probably got sent to. That is my uncle's house, and he passed away. Understand. I completely forgot that I had mail coming there when I took care of him. No, you're fine. Um, and then what is your current mailing address? It's 1220 Corrugated Way. C-O-R-R-U-G-A-T-E-D Way, Columbus, Ohio, 43201. All right. And then, confirm your date of birth as well? 11/26/02. Thank you. And then we have the phone on file of 614-968-9642. That is correct. Okay. All right, I'll go ahead and start a cancellation on the pending enrollment. It did process enough that you may still see one deduction providing one week of coverage for it, but you should only see the one deduction. Okay, thank you. You're welcome. Anything else? No, that will be all. All right, well, if that's everything, thanks again for calling and have a good day. You too, thank you. You're welcome. Mm, bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medical Insurance, this is Chris. How can I help you today?

Speaker speaker\_1: Um, hi. I would like to call because I was automatically enrolled in the medical insurance, ou- uh, taken out of my check. I would like to opt out of that and get that taken off.

Speaker speaker\_0: Okay. Okay, what staffing company do you work with?

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_0: I'm sorry, uh, the line cut out. What was that?

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_0: Thank you, last four of your social?

Speaker speaker\_1: Two two seven four.

Speaker speaker\_0: Thank you. One moment. And your first and last name?

Speaker speaker\_1: Caliyah Ennon. C-A-L-I-Y-A-H, last name E-N-N-O-N.

Speaker speaker\_0: Thank you, Miss Ennon, could you verify your address and date of birth for me?

Speaker speaker\_1: Um... What's on there? 480 Holdworth, uh, Drive, or 638 Stackman Street?

Speaker speaker\_0: Uh, neither one of those.

Speaker speaker\_1: Um, 4667 East Main Street, Columbus, Ohio? Apartment 37?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: What the heck? Um, 1220 Corrugated Way? No. Um, what's on there?

Speaker speaker\_0: I can't tell you what's on here. You, you would have to verify it on-

Speaker speaker\_1: 855... 855 Wedgeworth Drive, uh, Apartment 9, Columbus, Ohio?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Um... I... Hold on.

Speaker speaker\_0: The-

Speaker speaker\_1: C- Can I look at my Surge app to see what they have on there?

Speaker speaker\_0: Yeah. The, it, 'cause this would have come from them, so it would be whatever address they have on file for you.

Speaker speaker\_1: Okay. Um, is it 5167 Cedar Drive?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: And you said it's not 4667 East Main Street?

Speaker speaker\_0: No, ma'am, um-

Speaker speaker\_1: You said it's not 1220 Corrugated Way?

Speaker speaker\_0: I- The only, the only thing I can tell you is it is in Columbus, and the street name starts with M, as in Mike.

Speaker speaker\_1: Mmm... 4667 East Main Street?

Speaker speaker\_0: Yes, ma'am. No, ma'am, it's not Main Street.

Speaker speaker\_1: Mmm. What's the-

Speaker speaker\_0: There, there is another way for us to be able to move forward at this point.

Speaker speaker\_1: Mmm.

Speaker speaker\_0: Um, if you're unable to verify the address, I would need you to verify your full social at this time.

Speaker speaker\_1: You said I can verify my full social?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 156112274.

Speaker speaker\_0: Okay, thank you. All right, yeah, the, the address that we had on file was Mayfair.

Speaker speaker\_1: Oh, yeah, can you take that off please? That's where my-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... where my, um, where my W-2s probably got sent to. That is my uncle's house, and he passed away.

Speaker speaker\_0: Understand.

Speaker speaker\_1: I completely forgot that I had mail coming there when I took care of him.

Speaker speaker\_0: No, you're fine. Um, and then what is your current mailing address?

Speaker speaker\_1: It's 1220 Corrugated Way. C-O-R-R-U-G-A-T-E-D Way, Columbus, Ohio, 43201.

Speaker speaker\_0: All right. And then, confirm your date of birth as well?

Speaker speaker\_1: 11/26/02.

Speaker speaker\_0: Thank you. And then we have the phone on file of 614-968-9642.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. All right, I'll go ahead and start a cancellation on the pending enrollment. It did process enough that you may still see one deduction providing one week of coverage for it, but you should only see the one deduction.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Anything else?

Speaker speaker\_1: No, that will be all.

Speaker speaker\_0: All right, well, if that's everything, thanks again for calling and have a good day.

Speaker speaker\_1: You too, thank you.

Speaker speaker\_0: You're welcome. Mm, bye now.

Speaker speaker\_1: Bye.