

Transcript: Chris Sofield (deactivated)-5873377918107648-5161253818384384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card , this is ... how can I help you today? Hi, I was just calling, um, just to notify you that I want to decline coverage through Megaforce. Through Megaforce, okay. One moment. Okay. And the last four of your social number? 6557. And first and last name? Selena Munoz... Morales. Morales. Okay. Okay. All right. Can you verify your address and date of birth for me, please? Um, yes. My address is 232 Lambert Road, Viscos, North Carolina. And what else did you ask? My birthdate? November 13, 2002. Thank you. We have a phone number on file of 910-220-5692. Is that correct? Um, yes, sir. All right. Looks like your file's already opted out of the automatic enrollment. It looks like you had given us a call, um, back on, uh, December 2nd to opt out, so you're good to go. Oh, okay. Well, thank you. You're welcome. Anything else? Uh, that'd be all. All right. If that's everything, thanks again for calling and have a wonderful day. All right. Thank you. You too. All right. Bye now.

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 ... how can I help you today?

Speaker speaker_2: Hi, I was just calling, um, just to notify you that I want to decline coverage through Megaforce.

Speaker speaker_1: Through Megaforce, okay. One moment.

Speaker speaker_2: Okay.

Speaker speaker_1: And the last four of your social number?

Speaker speaker_2: 6557.

Speaker speaker_1: And first and last name?

Speaker speaker_2: Selena Munoz... Morales.

Speaker speaker_1: Morales. Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Can you verify your address and date of birth for me, please?

Speaker speaker_2: Um, yes. My address is 232 Lambert Road, Viscos, North Carolina. And what else did you ask? My birthdate? November 13, 2002.

Speaker speaker_1: Thank you. We have a phone number on file of 910-220-5692. Is that correct?

Speaker speaker_2: Um, yes, sir.

Speaker speaker_1: All right. Looks like your file's already opted out of the automatic enrollment. It looks like you had given us a call, um, back on, uh, December 2nd to opt out, so you're good to go.

Speaker speaker_2: Oh, okay. Well, thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: Uh, that'd be all.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: All right. Thank you. You too.

Speaker speaker_1: All right. Bye now.