

## **Transcript: Chris Sofield**

**(deactivated)-5917742920679424-4680036425187328**

### **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? Hello. Hey, how you doing today, Chris? I'm doing all right, sir. And yourself? All right. Pretty good. My name is Deontay Whetstone, um, and I'm calling because I'm employee with Surge and I just got a text message about the medical, and I was calling to opt out because I thought I did already, but- Okay. ... I just got a text. Okay. So- You may, you may have, uh, you may have and that text message is just an automated reminder that if you hadn't already done so, to get in contact with us. Um, but I'll go ahead and, I'll go ahead and pull your file and confirm. What's the last four of your Social? Uh, 2689. Thank you. Mm-hmm. And, what was that last name again, sir? Whetstone. W-H-E-T-S-T-O-U-N-E. Thank you. All right. I've got it pulled up here, Mr. Whetstone. Could you verify your address and your date of birth for me? 16400 Talford Avenue, Cleveland, Ohio 44128. Date of birth, 12/23/1984. Thank you. And then we've got a phone on file for you. It looks like 216-460-9113? Correct. All right. Uh, yes, sir. It does look like you are opted out, so yeah, that was just an automated reminder, uh, that went out to all of the, all new hires at Surge recently, just kinda letting you all know that the, the automatic enrollment thing was a thing. But yeah, you're good. Okay, I appreciate that. No problem. Anything else? Uh, nope, that was it. All right, thanks again for calling and have a wonderful day. You too.

### **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: Hello. Hey, how you doing today, Chris?

Speaker speaker\_1: I'm doing all right, sir. And yourself?

Speaker speaker\_2: All right. Pretty good. My name is Deontay Whetstone, um, and I'm calling because I'm employee with Surge and I just got a text message about the medical, and I was calling to opt out because I thought I did already, but-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I just got a text.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So-

Speaker speaker\_1: You may, you may have, uh, you may have and that text message is just an automated reminder that if you hadn't already done so, to get in contact with us. Um, but I'll go ahead and, I'll go ahead and pull your file and confirm. What's the last four of your Social?

Speaker speaker\_2: Uh, 2689.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And, what was that last name again, sir?

Speaker speaker\_2: Whetstone. W-H-E-T-S-T-O-U-N-E.

Speaker speaker\_1: Thank you. All right. I've got it pulled up here, Mr. Whetstone. Could you verify your address and your date of birth for me?

Speaker speaker\_2: 16400 Talford Avenue, Cleveland, Ohio 44128. Date of birth, 12/23/1984.

Speaker speaker\_1: Thank you. And then we've got a phone on file for you. It looks like 216-460-9113?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. Uh, yes, sir. It does look like you are opted out, so yeah, that was just an automated reminder, uh, that went out to all of the, all new hires at Surge recently, just kinda letting you all know that the, the automatic enrollment thing was a thing. But yeah, you're good.

Speaker speaker\_2: Okay, I appreciate that.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: Uh, nope, that was it.

Speaker speaker\_1: All right, thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too.