

## **Transcript: Chris Sofield (deactivated)-6030181407965184-4878223531884544**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey ... benefits on a card. This is Chris. How can I help you today? I would like to, um, decline for the benefit. Uh, I don't know how I got a text message but I don't want to be enro- I already have, uh, insurance. Okay. What staffing company do you work with? Surge. And the last four of your Social? 5953. Thank you. Your first and last name? Yvonne Bangs. All right. Ms. Bangs, could you verify your address and your date of birth for me please? 542 South Hamilton, Apartment 113, Columbus, Ohio 43213. Birthday 11/20/1987. Thank you. We have a phone number on file 614-360-7262. Is that correct? Correct. All right. Uh, yeah, that's just an automated reminder that went out to all new hires of Surge Staffing but it looks like your file's already opted out of the automatic enrollment, so you're good to go. Okay, thank you. You're welcome. Anything else? Nope, that's all. All right. Thanks for calling and have a wonderful day. You too. Bye-bye. Mm-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey ... benefits on a card. This is Chris. How can I help you today?

Speaker speaker\_2: I would like to, um, decline for the benefit. Uh, I don't know how I got a text message but I don't want to be enro- I already have, uh, insurance.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5953.

Speaker speaker\_1: Thank you. Your first and last name?

Speaker speaker\_2: Yvonne Bangs.

Speaker speaker\_1: All right. Ms. Bangs, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 542 South Hamilton, Apartment 113, Columbus, Ohio 43213. Birthday 11/20/1987.

Speaker speaker\_1: Thank you. We have a phone number on file 614-360-7262. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. Uh, yeah, that's just an automated reminder that went out to all new hires of Surge Staffing but it looks like your file's already opted out of the automatic enrollment, so you're good to go.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: Nope, that's all.

Speaker speaker\_1: All right. Thanks for calling and have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Mm-bye.