# Transcript: Chris Sofield (deactivated)-6174681566855168-4779861409579008

## Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, bud. I was, uh, filling out an, uh, application for the temp company Surge and I, I was... noticed that I can turn these benefits off, but I had to apply for it, I guess, to fill out the application. Okay. Um, you're trying to opt out of Surge's automatic enrollment. Is that correct? Y- yes, ma'am. Yes, sir. Yep. Okay. So, that's going to require me creating a file on our system for you. Um, that's gonna require me getting a little bit of information from you to be able to get that file created on our side here. Starting with, I'm going to need your full Social at this time. Oh, okay. Well, hold on. Let me get the job first and then I have to call you back for that then. Let me... uh, I just, I just... really, I just got finished with the application and I was like, "If I get the job, I don't need that." We've already got family plans for, uh, for all kind of healthcare and whatnot. So I didn't need that coming out of my check. Uh, let me get the job first and I'll call you back with all the information. Okay. Yeah. Just be sure that you do get in contact with us as soon as you're able to as, if you do not, then this will deduct out of your paycheck for the insurance premiums and those deductions are nonrefundable. No, you're fine. That's what I'm saying, I'm not even working for them yet. So I want to make sure if I'm gonna get a job before I start doing all that. All right, sir. Anything else? Thank you. All right. No, that's it.

## Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, bud. I was, uh, filling out an, uh, application for the temp company Surge and I, I was... noticed that I can turn these benefits off, but I had to apply for it, I guess, to fill out the application.

Speaker speaker_0: Okay. Um, you're trying to opt out of Surge's automatic enrollment. Is that correct?

Speaker speaker_1: Y- yes, ma'am. Yes, sir. Yep.

Speaker speaker_0: Okay. So, that's going to require me creating a file on our system for you. Um, that's gonna require me getting a little bit of information from you to be able to get that file created on our side here. Starting with, I'm going to need your full Social at this time.

Speaker speaker_1: Oh, okay. Well, hold on. Let me get the job first and then I have to call you back for that then. Let me... uh, I just, I just... really, I just got finished with the application

and I was like, "If I get the job, I don't need that." We've already got family plans for, uh, for all kind of healthcare and whatnot. So I didn't need that coming out of my check. Uh, let me get the job first and I'll call you back with all the information.

Speaker speaker_0: Okay. Yeah. Just be sure that you do get in contact with us as soon as you're able to as, if you do not, then this will deduct out of your paycheck for the insurance premiums and those deductions are nonrefundable.

Speaker speaker_1: No, you're fine. That's what I'm saying, I'm not even working for them yet. So I want to make sure if I'm gonna get a job before I start doing all that.

Speaker speaker_0: All right, sir. Anything else?

Speaker speaker_1: Thank you. All right. No, that's it.