

## **Transcript: Chris Sofield**

**(deactivated)-6357608871018496-5082182966099968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yeah, my name is Antius Garcia and I'm starting my job on Monday, but I already have insurance so I was w- wanted to cancel whatever you guys are going to try to charge me for 'cause I already have insurance already. Okay. What staffing company do you work with? Integrity Trade Services. All right, let me see if we have a file yet. What's the last four of your Social? 2067. Okay. Looks like we'll need to create the file to opt you out of Integrity's automatic enrollment service. Um, in order to do that, I'm gonna need to get a little bit more information from you, starting with I'll need your full Social at this time. Okay, it's 322-76-2067. Okay. And, I'm sorry, Mr. Garcia, what was the first name again? Antius. Okay, thank you. Can you spell that for me? A-N-T-I-U-S. All right, thank you. And then, what's your current mailing address? The, the mailing address that's on there is, uh, supposed to be, uh, 5708 Brookview Avenue, Portage, Indiana. And the ZIP? The ZIP is... Hold on. Let me get it as this right now. Uh, the ZIP code is... Oh, gosh, alright. Hold on, give me a second. My bad. You're done. The ZIP is 46368. Thank you. W- well, so 5708 Brookview Avenue. A- and then your, um... Let's see. And then your date of birth? My date of birth is 12/19/1984. Thank you. And then finally a good phone number for you. It's 591-7053. Thank you. All right, that's all the information I need to create the file. You're opted out of automatic enrollment, good to go. Anything else? No. All right, that's everything. Thanks again for calling. Have a good day. Thank you. You're welcome. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Yeah, my name is Antius Garcia and I'm starting my job on Monday, but I already have insurance so I was w- wanted to cancel whatever you guys are going to try to charge me for 'cause I already have insurance already.

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

Speaker speaker\_2: Integrity Trade Services.

Speaker speaker\_1: All right, let me see if we have a file yet. What's the last four of your Social?

Speaker speaker\_2: 2067.

Speaker speaker\_1: Okay. Looks like we'll need to create the file to opt you out of Integrity's automatic enrollment service. Um, in order to do that, I'm gonna need to get a little bit more information from you, starting with I'll need your full Social at this time.

Speaker speaker\_2: Okay, it's 322-76-2067.

Speaker speaker\_1: Okay. And, I'm sorry, Mr. Garcia, what was the first name again?

Speaker speaker\_2: Antius.

Speaker speaker\_1: Okay, thank you. Can you spell that for me?

Speaker speaker\_2: A-N-T-I-U-S.

Speaker speaker\_1: All right, thank you. And then, what's your current mailing address?

Speaker speaker\_2: The, the mailing address that's on there is, uh, supposed to be, uh, 5708 Brookview Avenue, Portage, Indiana.

Speaker speaker\_1: And the ZIP?

Speaker speaker\_2: The ZIP is... Hold on. Let me get it as this right now. Uh, the ZIP code is... Oh, gosh, alright. Hold on, give me a second. My bad.

Speaker speaker\_1: You're done.

Speaker speaker\_2: The ZIP is 46368.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: W- well, so 5708 Brookview Avenue.

Speaker speaker\_1: A- and then your, um... Let's see. And then your date of birth?

Speaker speaker\_2: My date of birth is 12/19/1984.

Speaker speaker\_1: Thank you. And then finally a good phone number for you.

Speaker speaker\_2: It's 591-7053.

Speaker speaker\_1: Thank you. All right, that's all the information I need to create the file. You're opted out of automatic enrollment, good to go. Anything else?

Speaker speaker\_2: No.

Speaker speaker\_1: All right, that's everything. Thanks again for calling. Have a good day.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome. Bye now.