

Transcript: Chris Sofield

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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, thank you for calling- Hi. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi. I was calling to check, um, if I had benefits. Okay. What staffing company do you work with? Serge. And the last four of your Social? 7319. Your first and last name? Quintanar. All right, Ms. Quintanar, could you verify your address and date of birth for me please? It is 1678 Patio Terrace, Arlington, Texas 76010. Date of birth is 12/01/1999. Thank you. We have a phone on file, 682-209-5292. Is that correct? Yeah. Okay. Uh, let me take a look. It does not look like you're currently enrolled in any insurance benefits. Um, I do know that Serge automatically enrolls their new hires into insurance. Were you looking to opt out of that? Yeah, I- I wanted, I wanted to check to see if I had them because I, uh, I didn't want them. Okay. Yeah, you're, you're not currently enrolled and I'll opt you out so you don't get enrolled, okay? Okay. And, um, I was also calling, uh, for my brother. He's here with me, but he was also calling to see if he was also, uh, enrolled. He's also with Serge. Okay, can you hand the phone to him then? Yeah, he's right here. Hello? Hi, sir. This is Chris with Benefits and a Card. I understand that you wish to, uh, make sure that you're not enrolled in the insurance through Serge Staffing. Is that correct? Y- yeah. Okay. What's the last four of your Social, sir? 1572. And your first and last name? Alexis Esparza. Okay. Mr. Esparza, could you verify your address and date of birth please? What was that? She said 1670... 1678 Patio Terr- And you said what else? Uh, well, the rest of the address first, sir. I need the city, state and zip as well. 1678-76010 and my date of birth is 04/13/2006. Okay, I'm sorry. What was the city and state for the, for the address one more time? He said what? Could you have her tell him the whole address with the, like, the city and the state? Oh, 1678 Patio Terr, Arlington, Texas 76010. Thank you. Uh, we have a phone on file for you at 682-291-1341. Is that correct? Yes. Okay. I have you opted out of automatic enrollment. You're good to go. Anything else? Uh, that was it. No, this is... All right. Well, if that's everything, thanks again for calling and have a good day. Oh,..... Appreciate 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 and a Card. This is Chris. How can I help you today? Hello, thank you for calling-

Speaker speaker_2: Hi.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. I was calling to check, um, if I had benefits.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7319.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Quintanar.

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

Speaker speaker_2: It is 1678 Patio Terrace, Arlington, Texas 76010. Date of birth is 12/01/1999.

Speaker speaker_1: Thank you. We have a phone on file, 682-209-5292. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Uh, let me take a look. It does not look like you're currently enrolled in any insurance benefits. Um, I do know that Serge automatically enrolls their new hires into insurance. Were you looking to opt out of that?

Speaker speaker_2: Yeah, I- I wanted, I wanted to check to see if I had them because I, uh, I didn't want them.

Speaker speaker_1: Okay. Yeah, you're, you're not currently enrolled and I'll opt you out so you don't get enrolled, okay?

Speaker speaker_2: Okay. And, um, I was also calling, uh, for my brother. He's here with me, but he was also calling to see if he was also, uh, enrolled. He's also with Serge.

Speaker speaker_1: Okay, can you hand the phone to him then?

Speaker speaker_2: Yeah, he's right here.

Speaker speaker_3: Hello?

Speaker speaker_1: Hi, sir. This is Chris with Benefits and a Card. I understand that you wish to, uh, make sure that you're not enrolled in the insurance through Serge Staffing. Is that correct?

Speaker speaker_3: Y- yeah.

Speaker speaker_1: Okay. What's the last four of your Social, sir?

Speaker speaker_3: 1572.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: Alexis Esparza.

Speaker speaker_1: Okay. Mr. Esparza, could you verify your address and date of birth please?

Speaker speaker_4: What was that? She said 1670...

Speaker speaker_3: 1678 Patio Terr- And you said what else?

Speaker speaker_1: Uh, well, the rest of the address first, sir. I need the city, state and zip as well.

Speaker speaker_3: 1678-76010 and my date of birth is 04/13/2006.

Speaker speaker_1: Okay, I'm sorry. What was the city and state for the, for the address one more time?

Speaker speaker_3: He said what?

Speaker speaker_4: Could you have her tell him the whole address with the, like, the city and the state?

Speaker speaker_3: Oh, 1678 Patio Terr, Arlington, Texas 76010.

Speaker speaker_1: Thank you. Uh, we have a phone on file for you at 682-291-1341. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_4: Uh, that was it.

Speaker speaker_3: No, this is...

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a good day.

Speaker speaker_4: Oh,.....

Speaker speaker_3: Appreciate you.

Speaker speaker_1: You're welcome. Bye now.