

## **Transcript: Chris Sofield (deactivated)-6400506856423424-4929411519299584**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on... This is Chris. How can I help you today? Hello? Hello. Thank you for calling Benefits on the Card. This is Chris. How can I help you today? Yes, hi, Chris. Uh, my name is Olivia Ramage and I was calling to opt out of the benefits. I don't want the benefits, please. Okay. What staffing company do you work with? Surge. And the last four of your Social? 1102. Thank you. One moment. I'm sorry, what was the last name again? Ramage. R-A-M-M-A-G-E. Thank you. Ms. Ramage, could you verify your address and your date of birth for me, please? 5957 Radishport, Galloway, Ohio 43119. Okay. And January 14th, 1989. Thank you. Phone on file of 330-204-0664? Yes. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? Okay, so I won't be deducted for anything, right? Not for insurance, at least. Okay. Any conditions, um, I need to be aware of? I- I wouldn't know. That's gonna be a question for Surge. Uh, the only thing we have anything to do with is insurance from them. Okay. Thank you. You're welcome. Thanks for calling and have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on... This is Chris. How can I help you today?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hello. Thank you for calling Benefits on the Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yes, hi, Chris. Uh, my name is Olivia Ramage and I was calling to opt out of the benefits. I don't want the benefits, please.

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: 1102.

Speaker speaker\_1: Thank you. One moment. I'm sorry, what was the last name again?

Speaker speaker\_2: Ramage. R-A-M-M-A-G-E.

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

Speaker speaker\_2: 5957 Radishport, Galloway, Ohio 43119.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And January 14th, 1989.

Speaker speaker\_1: Thank you. Phone on file of 330-204-0664?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker\_2: Okay, so I won't be deducted for anything, right?

Speaker speaker\_1: Not for insurance, at least.

Speaker speaker\_2: Okay. Any conditions, um, I need to be aware of?

Speaker speaker\_1: I- I wouldn't know. That's gonna be a question for Surge. Uh, the only thing we have anything to do with is insurance from them.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.