

## Transcript: Chris Sofield

(deactivated)-6512864032505856-5823091580125184

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card®. This is Chris. How can I help you today? Hi. Uh, my name is Kersi Hardy. I work at Craft under Surge. Anyway, um, I'm just calling 'cause I received a text message on Thursday saying, um, I will be auto-enrolled in MEC TeleRx within 30 days, and I'm just calling 'cause I don't wanna be enrolled. Okay. I just wanna make sure, uh, that, you know, within 30... I won't be enrolled in the phone call, like. Okay, yeah. We can, we can take a look at that and make sure that, uh, that you don't get enrolled. Okay. What's the last four of your social? Uh, 6522. All right. K... Ms. Hardy, could you verify your address and your date of birth for me, please? Um, yes. 20188 Township Road, uh, 806, uh, uh, Stockton, Ohio 43812. Okay, and your date of birth? February 25, 1996. Okay, thank you. And then the phone we have on file is 740-5528660. Is that correct? Uh, yes, sir. Okay. Looks like... Looks like you're already opted out. Um, looks like you gave us a call a couple of weeks ago to, uh, decline the benefits. Ah, okay. Yeah, so you're, you're good to go. Oh, okay. That message- Not... Yeah. Okay. ... was just an automated reminder. I just got a text so I was kinda, like, wanna make sure that you won't enroll me again 'cause I, I wasn't even sure what was it, so... But, yeah. Yeah. No, you're good. Thank you so much. No problem. Thanks for calling and have a wonderful day. Uh, thank you. Yep, you too. Thank you. Bye-bye. 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 on a Card®. This is Chris. How can I help you today?

Speaker speaker\_2: Hi. Uh, my name is Kersi Hardy. I work at Craft under Surge. Anyway, um, I'm just calling 'cause I received a text message on Thursday saying, um, I will be auto-enrolled in MEC TeleRx within 30 days, and I'm just calling 'cause I don't wanna be enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I just wanna make sure, uh, that, you know, within 30... I won't be enrolled in the phone call, like.

Speaker speaker\_1: Okay, yeah. We can, we can take a look at that and make sure that, uh, that you don't get enrolled.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Uh, 6522.

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

Speaker speaker\_2: Um, yes. 20188 Township Road, uh, 806, uh, uh, Stockton, Ohio 43812.

Speaker speaker\_1: Okay, and your date of birth?

Speaker speaker\_2: February 25, 1996.

Speaker speaker\_1: Okay, thank you. And then the phone we have on file is 740-5528660. Is that correct?

Speaker speaker\_2: Uh, yes, sir.

Speaker speaker\_1: Okay. Looks like... Looks like you're already opted out. Um, looks like you gave us a call a couple of weeks ago to, uh, decline the benefits.

Speaker speaker\_2: Ah, okay.

Speaker speaker\_1: Yeah, so you're, you're good to go.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: That message-

Speaker speaker\_2: Not... Yeah. Okay.

Speaker speaker\_1: ... was just an automated reminder.

Speaker speaker\_2: I just got a text so I was kinda, like, wanna make sure that you won't enroll me again 'cause I, I wasn't even sure what was it, so... But, yeah.

Speaker speaker\_1: Yeah. No, you're good.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: No problem. Thanks for calling and have a wonderful day.

Speaker speaker\_2: Uh, thank you. Yep, you too. Thank you. Bye-bye.

Speaker speaker\_1: Bye now.