

## **Transcript: Chris Sofield (deactivated)-6653876318552064-4681547795447808**

### **Full Transcript**

I don't know about they have it on me, so I have to take it off so they don't take it out of my check, the small percent that it costs. Thank you for calling about card. This is Chris. How can I help you today? Why- Hey, I'm trying to opt out of an insurance at my job because I don't want it to come down on my check. What the fuck? Okay. What staffing company do you work with? Your dog is running my fucking gas. Um, I work with Surge Staffing. Okay. And the last four of your Social? 9927. Thank you. Your first and last name? J. Julier. Julier, are you a new hire with Surge Staffing? Yeah. Okay, 'cause it doesn't look like we have a file in our system for you at this moment. In order to opt you out of their insurance, I'll need to create that file. Gonna require a little bit more information from you, starting with I will need your full Social at this time. Shut up. Am I able to just go into the actual Surge building and have them do it? They, they would, they would direct you to give us a call. Yeah, that's the paper I got from them. Um, all right, so what are the steps? What is your full Social, sir? All right. 219-11-9927. Thank you. What is your current mailing address? 507 Normandy Drive, St. Mary's, Ohio. And the zip code? 45885. Thank you. Your date of birth? July 1st, 2006. Thank you. And then, a good phone number for you. 937-524-4761. Thank you. All right. I've got your file created and you were opted out of automatic enrollment. Was there anything else I could help you with, Mr. Julier? Um, no, that was it. I just wanted to opt out of that since I work at the same place as my mom and I'm on her insurance 'cause I'm 21, so I don't see the point in paying for it if I'm 21 yet. All right, then. Well, if that's everything, thanks again for calling and have a wonderful day. All right. You, too. All right. Bye, now. Hm.

### **Conversation Format**

Speaker speaker\_0: I don't know about they have it on me, so I have to take it off so they don't take it out of my check, the small percent that it costs.

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

Speaker speaker\_2: Why-

Speaker speaker\_0: Hey, I'm trying to opt out of an insurance at my job because I don't want it to come down on my check.

Speaker speaker\_2: What the fuck?

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

Speaker speaker\_2: Your dog is running my fucking gas.

Speaker speaker\_0: Um, I work with Surge Staffing.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_0: 9927.

Speaker speaker\_1: Thank you. Your first and last name?

Speaker speaker\_0: J. Julier.

Speaker speaker\_1: Julier, are you a new hire with Surge Staffing?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay, 'cause it doesn't look like we have a file in our system for you at this moment. In order to opt you out of their insurance, I'll need to create that file. Gonna require a little bit more information from you, starting with I will need your full Social at this time.

Speaker speaker\_2: Shut up.

Speaker speaker\_0: Am I able to just go into the actual Surge building and have them do it?

Speaker speaker\_1: They, they would, they would direct you to give us a call.

Speaker speaker\_0: Yeah, that's the paper I got from them. Um, all right, so what are the steps?

Speaker speaker\_1: What is your full Social, sir?

Speaker speaker\_0: All right. 219-11-9927.

Speaker speaker\_1: Thank you. What is your current mailing address?

Speaker speaker\_0: 507 Normandy Drive, St. Mary's, Ohio.

Speaker speaker\_1: And the zip code?

Speaker speaker\_0: 45885.

Speaker speaker\_1: Thank you. Your date of birth?

Speaker speaker\_0: July 1st, 2006.

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

Speaker speaker\_0: 937-524-4761.

Speaker speaker\_1: Thank you. All right. I've got your file created and you were opted out of automatic enrollment. Was there anything else I could help you with, Mr. Julier?

Speaker speaker\_0: Um, no, that was it. I just wanted to opt out of that since I work at the same place as my mom and I'm on her insurance 'cause I'm 21, so I don't see the point in

paying for it if I'm 21 yet.

Speaker speaker\_1: All right, then. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_0: All right. You, too.

Speaker speaker\_1: All right. Bye, now.

Speaker speaker\_2: Hm.