

Transcript: Chris Sofield

(deactivated)-6663456659128320-6683882911219712

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yeah, my name is Abdul Jiffry. I'm an employee of, uh, Surge Staffing. Uh, I just wanna let you know that I don't want a medical insurance because I have already. So I mistakenly- Okay. ... clicking. Okay. So, uh, in order to make sure that you're opted out of Surge's automatic enrollment, I'll need to access your file in our system here. Yes, yes. Uh, so I'll require a little bit of information from you. Yes. Starting with, I'll need the last four of your Social. 1459. Thank you. One moment. And what's your last name again, sir? Uh, my last name is Jiffry, J-I-F-F-R-Y. Okay. So are you a brand-new hire with Surge, Mr. Jiffry? Yeah, I just brand-new. I just came. Oh. They told me they have something work, so I just came in, uh, about, uh- Okay, so- ... I filled the form out earlier. So, that means that I need to create a file on the system in order to opt you out of their automatic enrollment. It's going to require more- Yeah, okay. ... information from you. Yeah, okay. Go ahead. Um, starting with, I'll need your full Social at this time. Full Social? Yes. 115-41-1459. And what's your first name again? Uh, my first name is Abdul. Abdul, I got it. All right. What is your current mailing address? Uh, 910 Apartment F, Mark Court, Elizabethtown, Kentucky 42701. I'm sorry, 910 what now? Mark Court. M-A-R-K, Mark Court- Okay, Mark Court. ... Elizabethtown, Kentucky. Yeah. For, uh, Apartment F. Okay. And what was the zip code again? 42701. Thank you. Your date of birth? Uh, 8/28/1979. Thank you. And then finally, a good phone number for you. Uh, 502-674-8051. All right. I have your file opted out of automatic enrollment. You are good to go. Anything else? Uh, that's it. So if I want again, so I can call you back to this number and then I can re activate again or no? Yes, right? Uh, if... Yeah, if you, if you want to enroll into any insurance benefits, you have- Mm-hmm. ... 30 days from the date of your first paycheck to do so. If you wish to enroll- Oh, okay. ... you would do that by calling us. Okay. Before 30 days, right? Yes. Okay, okay. I gotcha. Thank you man. Thank you so much for your help. You're welcome. Anything else? That's it, man. Thank you so much. You're very welcome. Thanks again for calling and have a wonderful day. Have a good one too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yeah, my name is Abdul Jiffry. I'm an employee of, uh, Surge Staffing. Uh, I just wanna let you know that I don't want a medical insurance because I have already. So I mistakenly-

Speaker speaker_0: Okay.

Speaker speaker_1: ... clicking.

Speaker speaker_0: Okay. So, uh, in order to make sure that you're opted out of Surge's automatic enrollment, I'll need to access your file in our system here.

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Uh, so I'll require a little bit of information from you.

Speaker speaker_1: Yes.

Speaker speaker_0: Starting with, I'll need the last four of your Social.

Speaker speaker_1: 1459.

Speaker speaker_0: Thank you. One moment. And what's your last name again, sir?

Speaker speaker_1: Uh, my last name is Jiffry, J-I-F-F-R-Y.

Speaker speaker_0: Okay. So are you a brand-new hire with Surge, Mr. Jiffry?

Speaker speaker_1: Yeah, I just brand-new. I just came.

Speaker speaker_0: Oh.

Speaker speaker_1: They told me they have something work, so I just came in, uh, about, uh-

Speaker speaker_0: Okay, so-

Speaker speaker_1: ... I filled the form out earlier.

Speaker speaker_0: So, that means that I need to create a file on the system in order to opt you out of their automatic enrollment. It's going to require more-

Speaker speaker_1: Yeah, okay.

Speaker speaker_0: ... information from you.

Speaker speaker_1: Yeah, okay. Go ahead.

Speaker speaker_0: Um, starting with, I'll need your full Social at this time.

Speaker speaker_1: Full Social?

Speaker speaker_0: Yes.

Speaker speaker_1: 115-41-1459.

Speaker speaker_0: And what's your first name again?

Speaker speaker_1: Uh, my first name is Abdul.

Speaker speaker_0: Abdul, I got it. All right. What is your current mailing address?

Speaker speaker_1: Uh, 910 Apartment F, Mark Court, Elizabethtown, Kentucky 42701.

Speaker speaker_0: I'm sorry, 910 what now?

Speaker speaker_1: Mark Court. M-A-R-K, Mark Court-

Speaker speaker_0: Okay, Mark Court.

Speaker speaker_1: ... Elizabethtown, Kentucky. Yeah. For, uh, Apartment F.

Speaker speaker_0: Okay. And what was the zip code again?

Speaker speaker_1: 42701.

Speaker speaker_0: Thank you. Your date of birth?

Speaker speaker_1: Uh, 8/28/1979.

Speaker speaker_0: Thank you. And then finally, a good phone number for you.

Speaker speaker_1: Uh, 502-674-8051.

Speaker speaker_0: All right. I have your file opted out of automatic enrollment. You are good to go. Anything else?

Speaker speaker_1: Uh, that's it. So if I want again, so I can call you back to this number and then I can re activate again or no? Yes, right?

Speaker speaker_0: Uh, if... Yeah, if you, if you want to enroll into any insurance benefits, you have-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 30 days from the date of your first paycheck to do so. If you wish to enroll-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you would do that by calling us.

Speaker speaker_1: Okay. Before 30 days, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, okay. I gotcha. Thank you man. Thank you so much for your help.

Speaker speaker_0: You're welcome. Anything else?

Speaker speaker_1: That's it, man. Thank you so much.

Speaker speaker_0: You're very welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_1: Have a good one too.