

Transcript: Sara

Marulanda-6131355228258304-4659084630376448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, may I... Hi, this is Benefits in a Card, and my name is Sara. Who do I- Yes, hello. My name is Noah Harner. Hello, Mr. Harner. How may I help you? Um, I received a text message that I was going to be auto enrolled in TeleRx, and I wanted to opt out of that. Sure, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social to locate you on the system? Yes. The agency is Surge, and then the last four of my Social is 3018. Thank you very much. You're welcome. Mr. Noah Harner, and I guess for security purposes, can you please verify your address and date of birth? 155 South Market Street, Logan, Ohio 43138. Date of birth, 09/02/74. Email, noah.a.harner@gmail.com? Correct. Phone number 740-808-0107? Correct. Uh, Mr. Harner, you already declined enrollment. It was on November the 18th. Okay, I just wanted to make sure. Yes, those are just, uh, like, um, courtesy reminders. You don't need to call us again. It, uh, you decline just one time. Okay, thank you very much. You're more than welcome, sir. Have a wonderful night. Thank you for calling- You too. ... Benefits in a Card. Okay, thank you, bye. Thank you, bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I... Hi, this is Benefits in a Card, and my name is Sara. Who do I- Yes, hello. My name is Noah Harner. Hello, Mr. Harner. How may I help you? Um, I received a text message that I was going to be auto enrolled in TeleRx, and I wanted to opt out of that. Sure, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social to locate you on the system? Yes. The agency is Surge, and then the last four of my Social is 3018. Thank you very much. You're welcome. Mr. Noah Harner, and I guess for security purposes, can you please verify your address and date of birth? 155 South Market Street, Logan, Ohio 43138. Date of birth, 09/02/74. Email, noah.a.harner@gmail.com? Correct. Phone number 740-808-0107? Correct. Uh, Mr. Harner, you already declined enrollment. It was on November the 18th. Okay, I just wanted to make sure. Yes, those are just, uh, like, um, courtesy reminders. You don't need to call us again. It, uh, you decline just one time. Okay, thank you very much. You're more than welcome, sir. Have a wonderful night. Thank you for calling- You too. ... Benefits in a Card. Okay, thank you, bye. Thank you, bye-bye.