

Transcript: Chris Sofield

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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? Hey, Chris. I received your text message yesterday and I did not enroll in the benefits. Okay. Um, what did the text message say? Um, it says, "Welcome to Wagner. You'll be enrolled in the EC... MEC plan today after your first check." Okay. So that's advising that as a new hire with Wagner, they automatically enroll you into a health insurance plan after your first check and is letting you know that if you do not want that insurance plan to give us a call. Was that what you were looking to do? Yes, sir, uh, I did not want. Okay. What's the last four of your Social so I can locate your file? 8679. Okay. And your first and last name? Herman Jim Fonseca. Thank you, Mr. Fonseca. Could you verify your address and your date of birth for me? 294 Herman Floyd Road, Cochran, Georgia 31014 and 11/20/1996. Thank you. We have a phone number on file for you at 478-231-0480? Sure. All right. All right. I have you opted out of the automatic enrollment. You're good to go. Anything else? No, sir. Thank you. You're welcome. Thanks again for calling and have a good day. You too. Okay. Bye-bye. Great.

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: Hey, Chris. I received your text message yesterday and I did not enroll in the benefits.

Speaker speaker_1: Okay. Um, what did the text message say?

Speaker speaker_2: Um, it says, "Welcome to Wagner. You'll be enrolled in the EC... MEC plan today after your first check."

Speaker speaker_1: Okay. So that's advising that as a new hire with Wagner, they automatically enroll you into a health insurance plan after your first check and is letting you know that if you do not want that insurance plan to give us a call. Was that what you were looking to do?

Speaker speaker_2: Yes, sir, uh, I did not want.

Speaker speaker_1: Okay. What's the last four of your Social so I can locate your file?

Speaker speaker_2: 8679.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Herman Jim Fonseca.

Speaker speaker_1: Thank you, Mr. Fonseca. Could you verify your address and your date of birth for me?

Speaker speaker_2: 294 Herman Floyd Road, Cochran, Georgia 31014 and 11/20/1996.

Speaker speaker_1: Thank you. We have a phone number on file for you at 478-231-0480?

Speaker speaker_2: Sure.

Speaker speaker_1: All right. All right. I have you opted out of the automatic enrollment. You're good to go. Anything else?

Speaker speaker_2: No, sir. Thank you.

Speaker speaker_1: You're welcome. Thanks again for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Okay.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Great.