

## **Transcript: Chris Sofield (deactivated)-4642192681811968-6322257555570688**

### **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, Chris. How are you today? I'm doing all right. How about yourself? Great. I got a text message saying that I was going to be auto-enrolled to MedRx. I do not want to be enrolled in, um, any MedRx. Okay. What staffing company do you work with? Surge. And the last four of your Social? 5185. Thank you. Your first and last name? Nastacia Bryant. Do you need me to spell it for you? Uh, no, I was able to locate it. Uh, Ms. Bryant- Mm-hmm. ... uh, could you verify your address and date of birth for me? Uh, my date of bi-- well, my address is 2515 Northeast Expressway, Atlanta, Georgia 30345. And my birthday is 11/03/1989. Thank you. We have a phone on file with 803-507-7528. Is that correct? Yes. That's correct. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? Thank you. That'll be all. All right. Thanks again for calling and have a wonderful day. Bye.

### **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, Chris. How are you today?

Speaker speaker\_1: I'm doing all right. How about yourself?

Speaker speaker\_2: Great. I got a text message saying that I was going to be auto-enrolled to MedRx. I do not want to be enrolled in, um, any MedRx.

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

Speaker speaker\_2: Surge.

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

Speaker speaker\_2: 5185.

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

Speaker speaker\_2: Nastacia Bryant. Do you need me to spell it for you?

Speaker speaker\_1: Uh, no, I was able to locate it. Uh, Ms. Bryant-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... uh, could you verify your address and date of birth for me?

Speaker speaker\_2: Uh, my date of bi-- well, my address is 2515 Northeast Expressway, Atlanta, Georgia 30345. And my birthday is 11/03/1989.

Speaker speaker\_1: Thank you. We have a phone on file with 803-507-7528. Is that correct?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker\_2: Thank you. That'll be all.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Bye.