

## **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 Accord. This is Chris. How can I help you today? Hi, uh, uh, this is Jyoti Sahwal. I recruited by Crown Staffing Agency. They give me this number, like, in a message about, uh, the benefits. Okay. Yeah, we're the, we're the plan administrator for the health insurance benefits for Crown Staffing, ma'am. Are you looking to enroll in those kind of benefits? Uh, no. I don't want any benefits. Okay. Uh, we'll- I don't want to be enrolled. Okay. Let me, let me take a look at your file and see if you are opted out of automatic enrollment already or not. What's the last four of your social? Okay. Not what social, you say? What's the last four of your social, ma'am? 5754... Thank you. One moment. Sahwal, could you verify your address and your date of birth, please? Yeah. Address is 6444 Bill's Drive, Springfield, Indiana 46168. And, uh, my date of birth is July 17, 1985. Thank you. Phone on file we have is 917-951-6816. Correct. All right. And it looks like you're already opted out, so you're good to go. Anything else? I'm sorry? You're already opted out. You're not going to be enrolled into any insurance. Oh. You're good to go. Okay. Here we go. So, the, no more enrollment, right? You will not be enrolled in any insurance. All right. Thank you. Thank you so much. I just want to make sure. Uh, I really appreciate. Thank you. You're, you're welcome. Thanks for calling, and have a good day. You too.

### **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 Accord. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, uh, uh, this is Jyoti Sahwal. I recruited by Crown Staffing Agency. They give me this number, like, in a message about, uh, the benefits.

Speaker speaker\_1: Okay. Yeah, we're the, we're the plan administrator for the health insurance benefits for Crown Staffing, ma'am. Are you looking to enroll in those kind of benefits?

Speaker speaker\_2: Uh, no. I don't want any benefits.

Speaker speaker\_1: Okay. Uh, we'll-

Speaker speaker\_2: I don't want to be enrolled.

Speaker speaker\_1: Okay. Let me, let me take a look at your file and see if you are opted out of automatic enrollment already or not. What's the last four of your social?

Speaker speaker\_2: Okay. Not what social, you say?

Speaker speaker\_1: What's the last four of your social, ma'am?

Speaker speaker\_2: 5754...

Speaker speaker\_1: Thank you. One moment. Sahwal, could you verify your address and your date of birth, please?

Speaker speaker\_2: Yeah. Address is 6444 Bill's Drive, Springfield, Indiana 46168. And, uh, my date of birth is July 17, 1985.

Speaker speaker\_1: Thank you. Phone on file we have is 917-951-6816.

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. And it looks like you're already opted out, so you're good to go. Anything else?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: You're already opted out. You're not going to be enrolled into any insurance.

Speaker speaker\_2: Oh.

Speaker speaker\_1: You're good to go.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Here we go.

Speaker speaker\_2: So, the, no more enrollment, right?

Speaker speaker\_1: You will not be enrolled in any insurance.

Speaker speaker\_2: All right. Thank you. Thank you so much. I just want to make sure. Uh, I really appreciate. Thank you.

Speaker speaker\_1: You're, you're welcome. Thanks for calling, and have a good day.

Speaker speaker\_2: You too.