

## **Transcript: Chris Sofield (deactivated)-4923694973763584-4562287652552704**

### **Full Transcript**

We have *f* Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Um, yeah, good morning. Um, this is, uh, Adelyn Martinez and, um, I just got a number from a Integris, um, office. Um, it's 'cause I was doing my onboarding and I don't remember if I declined on the benefits 'cause, um, I do not need them 'cause I have insurance. I have health insurance. Okay. Yeah, I can check that for you. Yes. What's the last four of your Social, ma'am? Uh, 0930. Okay. All right. Ms. Martinez, could you verify your address and date of birth, please? Yes. It's 1471 Birdwood Drive, Crest Hill, Illinois 60403. And my date, uh, it's on March 5th, 1974. All right. And then I have a phone number on file of 815-295-9368. Is that correct? Yes. That's correct. All right. Looks like... Yes, ma'am. You did opt out of the enrollment, so you're good to go. Oh, okay. I wasn't sure. That's why I was like, "Oh, I don't remember I did that." Thank you so much. No problem. Anything else? No, that should be it. Thank you so much. You're welcome. Thanks for calling. Bye now. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: We have *f*

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_0: Um, yeah, good morning. Um, this is, uh, Adelyn Martinez and, um, I just got a number from a Integris, um, office. Um, it's 'cause I was doing my onboarding and I don't remember if I declined on the benefits 'cause, um, I do not need them 'cause I have insurance. I have health insurance.

Speaker speaker\_1: Okay. Yeah, I can check that for you.

Speaker speaker\_0: Yes.

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

Speaker speaker\_0: Uh, 0930.

Speaker speaker\_1: Okay. All right. Ms. Martinez, could you verify your address and date of birth, please?

Speaker speaker\_0: Yes. It's 1471 Birdwood Drive, Crest Hill, Illinois 60403. And my date, uh, it's on March 5th, 1974.

Speaker speaker\_1: All right. And then I have a phone number on file of 815-295-9368. Is that correct?

Speaker speaker\_0: Yes. That's correct.

Speaker speaker\_1: All right. Looks like... Yes, ma'am. You did opt out of the enrollment, so you're good to go.

Speaker speaker\_0: Oh, okay. I wasn't sure. That's why I was like, "Oh, I don't remember I did that." Thank you so much.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_0: No, that should be it. Thank you so much.

Speaker speaker\_1: You're welcome. Thanks for calling. Bye now.

Speaker speaker\_0: Thank you. Thank you. Bye-bye.