

## **Transcript: Chris Sofield**

**(deactivated)-4976376039292928-6068787146604544**

### **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? Um, I would like to call and I would not like to be enrolled in Benefits with a Card. Okay. What staffing company are you with? Um, Surge. Okay. And the last four of your Social? The last four? Yes. 2070. Your first and last name? Let me make sure that is correct. Yeah, that is correct, 2070. Okay. And your first and last name? Antwan Winters. All right. Mr. Winters, could you verify your address and date of birth, please? 144 Hopewell Road, Bayville, Tennessee, and date of birth is 11/8/05. Okay. So on file 615-318-5078. Is that correct? Yes, sir. All right. All right. I've got you opted out. You're good to go. Anything else? Um, this was for, like, the Medicare, right? For the me- for the medical insurance, yes, sir. Okay. Yeah. I didn't... yeah, I didn't want to do that. I was... yeah. All right. Yeah. That'll, that'll be it. Actually, um... Mm-hmm. What is, like... like, what is y'all's pros and cons to that? 'Cause is there any way I could re-sign back up for that? Only during your eligibility window, which is your first 30 days after your first check. Um, if you want- Yeah. ... um, if you want information on what's available, I can email you a copy of the, uh, benefits guide that goes over the plans offered by Surge. Um, can you confirm we have your email on file as poawinters@icloud.com? Yes, sir. All right. One moment. Yeah. You can send me that, but, like, um, I do want to be opted out still. Okay. That's, that's fine. I'll go ahead and send this to you. Was there anything else? No. Thank you. All right. Thanks for calling and have a wonderful day. All right. You too. 'Kay. Bye now. 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: Um, I would like to call and I would not like to be enrolled in Benefits with a Card.

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

Speaker speaker\_2: Um, Surge.

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

Speaker speaker\_2: The last four?

Speaker speaker\_1: Yes.

Speaker speaker\_2: 2070.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Let me make sure that is correct. Yeah, that is correct, 2070.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Antwan Winters.

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

Speaker speaker\_2: 144 Hopewell Road, Bayville, Tennessee, and date of birth is 11/8/05.

Speaker speaker\_1: Okay. So on file 615-318-5078. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. All right. I've got you opted out. You're good to go. Anything else?

Speaker speaker\_2: Um, this was for, like, the Medicare, right?

Speaker speaker\_1: For the me- for the medical insurance, yes, sir.

Speaker speaker\_2: Okay. Yeah. I didn't... yeah, I didn't want to do that. I was... yeah. All right. Yeah. That'll, that'll be it. Actually, um...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: What is, like... like, what is y'all's pros and cons to that? 'Cause is there any way I could re-sign back up for that?

Speaker speaker\_1: Only during your eligibility window, which is your first 30 days after your first check. Um, if you want-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... um, if you want information on what's available, I can email you a copy of the, uh, benefits guide that goes over the plans offered by Surge. Um, can you confirm we have your email on file as poawinters@icloud.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. One moment.

Speaker speaker\_2: Yeah. You can send me that, but, like, um, I do want to be opted out still.

Speaker speaker\_1: Okay. That's, that's fine. I'll go ahead and send this to you. Was there anything else?

Speaker speaker\_2: No. Thank you.

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

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: 'Kay. Bye now.

Speaker speaker\_2: Bye.