

## **Transcript: Chris Sofield (deactivated)-5045551267102720-5355413159067648**

### **Full Transcript**

Thank you for calling Benefits ... Part. This is Chris. How can I help you today? How you doing today? I work with Third Step, and I was trying to see was I on y'all insurance. Okay. What's the last four of your Social? 0852. And your first and last name? Shemar Ellis. S-H-E-M-A-R L-E-S... All right. ... E-R-L-I-S. All right, Mr. Ellis. Could you verify your address and your date of birth for me? 1252 Avenue Street, Mobile, Alabama 36603. And your date of birth, sir? Oh. 04/14/1999. Thank you. I've got a phone on file for you at 251-307-3042; is that correct? Uh, I'mma change my number. Okay. What's the new number? 251-234... um... 2621. All right. Um, all right. So looking at it, no, sir, I'm not showing that you're currently enrolled into anything. Okay. I wanna just OPT out, uh, just in case they try to enroll me. I don't want it. Okay. All right. Yeah, we'll go ahead and opt out for you. You're good to go. Anything else? That's all, sir. All right. Thanks for calling and have a wonderful day. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... Part. This is Chris. How can I help you today?

Speaker speaker\_1: How you doing today? I work with Third Step, and I was trying to see was I on y'all insurance.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: 0852.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Shemar Ellis. S-H-E-M-A-R L-E-S...

Speaker speaker\_0: All right.

Speaker speaker\_1: ... E-R-L-I-S.

Speaker speaker\_0: All right, Mr. Ellis. Could you verify your address and your date of birth for me?

Speaker speaker\_1: 1252 Avenue Street, Mobile, Alabama 36603.

Speaker speaker\_0: And your date of birth, sir?

Speaker speaker\_1: Oh. 04/14/1999.

Speaker speaker\_0: Thank you. I've got a phone on file for you at 251-307-3042; is that correct?

Speaker speaker\_1: Uh, I'mma change my number.

Speaker speaker\_0: Okay. What's the new number?

Speaker speaker\_1: 251-234... um... 2621.

Speaker speaker\_0: All right. Um, all right. So looking at it, no, sir, I'm not showing that you're currently enrolled into anything.

Speaker speaker\_1: Okay. I wanna just OPT out, uh, just in case they try to enroll me. I don't want it.

Speaker speaker\_0: Okay. All right. Yeah, we'll go ahead and opt out for you. You're good to go. Anything else?

Speaker speaker\_1: That's all, sir.

Speaker speaker\_0: All right. Thanks for calling and have a wonderful day.

Speaker speaker\_1: Bye.