

Transcript: Chris Sofield (deactivated)-5063801119916032-6128199947206656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello. I was informed that I've been enroll- will be enrolled in Surge's insurance program. Okay, yeah. They automatically enroll all of their new hires into a plan 30 days after their first check. Were you calling to opt out of that, sir? Yes, I was. Okay. Uh, what's the last four of your Social? Give me a second to go think about that. I believe 4019. 4019, you said? Yes. All right, and your first and last name? Jonathan Dempsey. All right. Mr. Dempsey, could you verify your address and your date of birth for me, please? Yes, I can. 912 Cleveland Avenue and March 27th, 2000. Okay. And the rest of the address? I still need to verify the city, state and ZIP code. St- St. Mary's, Ohio. 45885. Thank you. Then we have a phone on file for you at 567-286-2176. Is that correct? Yes, it is. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? Nope. That'll be all. All right. Thanks again for calling and have a wonderful day. Thanks. You do the same. And thank you for helping. You're welcome. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hello. I was informed that I've been enroll- will be enrolled in Surge's insurance program.

Speaker speaker_1: Okay, yeah. They automatically enroll all of their new hires into a plan 30 days after their first check. Were you calling to opt out of that, sir?

Speaker speaker_2: Yes, I was.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: Give me a second to go think about that. I believe 4019.

Speaker speaker_1: 4019, you said?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Jonathan Dempsey.

Speaker speaker_1: All right. Mr. Dempsey, could you verify your address and your date of birth for me, please?

Speaker speaker_2: Yes, I can. 912 Cleveland Avenue and March 27th, 2000.

Speaker speaker_1: Okay. And the rest of the address? I still need to verify the city, state and ZIP code.

Speaker speaker_2: St- St. Mary's, Ohio. 45885.

Speaker speaker_1: Thank you. Then we have a phone on file for you at 567-286-2176. Is that correct?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_2: Nope. That'll be all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Thanks. You do the same. And thank you for helping.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye.