

Transcript: Chris Sofield

(deactivated)-5082179492691968-6565784207278080

Full Transcript

Thank you for calling Benefits in a Car. This is Chris. How can I help you today? Yeah, uh, my name is David Twiggs and uh, I, I want to get my car right quick, but, um, I just finished, uh, filling out the paperwork here at Surge and I'm waiting on the lady to do my, finish my I-9s, but while I was here, some gentleman came in that's already with Surge and he's in there snapping off about his insurance being taken out of his check and stuff, and he said he didn't know anything about it and something about the onboarding. I, I don't know what I clicked, so they said to call the number to opt out of it. I'm a, I'm a retired military veteran and I have my own insurance, so I just wanted to opt out of it before I even started. That is perfectly fine. I understand that. And try to avoid what the hell's going on right now in that office. No, I, I understand that. We can get, definitely get that done for you. Uh- All right, cool, thanks. ... let me see if we've gotten anything on our system for you already. What's the last four of your social? 6208. 6208. And, uh, your first and last name, sir? David Twiggs. T-W-I-G-G-S. Uh, all right. It does not look like we have that on our side, so in order to opt you out, I will need to get your information to set up a file on our, on our system. That way- Mm-hmm. ... when, uh, Surge does everything they need to in their onboarding process, our system already recognizes- Mm-hmm. ... that you were not to be enrolled in any insurance. Okay, cool. All right, so I'm gonna need a little bit of information from you, starting with I am gonna need your, your full social at this time. Okay, that's fine. 32272- ... 6208. Thank you. What is your current mailing address, sir? Oh, shit. Um, hang on, I gotta look, I got a little map here. Uh- No, trust me. I, I, I do the same thing myself. Yeah, yeah, I do, I just, I just moved- I'm, I'm just addressing it. ... to address it. 8221 Stahl, S-T-A-H-L, uh, Road, Evansville, Indiana, 47715. All right. Your date of birth? July 9th, 1982. And then, a good phone number for you. 779-217-3830. Thank you. All right, I've got you opted out of the automatic enrollment. You are- Yep. ... good to go. Now, um- All right. Thanks very much. Good- Was gonna say, one last thing, you may get a text message when you start working advising to give us a call regarding this, but since you've already done so- Uh-huh. ... if you get that text me- sorry, if you get that text message, you can just ignore it, okay? Okay, thank you very much, man. Appreciate it. No prob. Yes, sir. All right. Thanks again for calling. Bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Chris. How can I help you today?

Speaker speaker_1: Yeah, uh, my name is David Twiggs and uh, I, I want to get my car right quick, but, um, I just finished, uh, filling out the paperwork here at Surge and I'm waiting on the lady to do my, finish my I-9s, but while I was here, some gentleman came in that's already with Surge and he's in there snapping off about his insurance being taken out of his check and stuff, and he said he didn't know anything about it and something about the onboarding. I, I don't know what I clicked, so they said to call the number to opt out of it. I'm a, I'm a retired military veteran and I have my own insurance, so I just wanted to opt out of it before I even started.

Speaker speaker_0: That is perfectly fine. I understand that.

Speaker speaker_1: And try to avoid what the hell's going on right now in that office.

Speaker speaker_0: No, I, I understand that. We can get, definitely get that done for you. Uh-

Speaker speaker_1: All right, cool, thanks.

Speaker speaker_0: ... let me see if we've gotten anything on our system for you already. What's the last four of your social?

Speaker speaker_1: 6208.

Speaker speaker_0: 6208. And, uh, your first and last name, sir?

Speaker speaker_1: David Twiggs. T-W-I-G-G-S.

Speaker speaker_0: Uh, all right. It does not look like we have that on our side, so in order to opt you out, I will need to get your information to set up a file on our, on our system. That way-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... when, uh, Surge does everything they need to in their onboarding process, our system already recognizes-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that you were not to be enrolled in any insurance.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: All right, so I'm gonna need a little bit of information from you, starting with I am gonna need your, your full social at this time.

Speaker speaker_1: Okay, that's fine. 32272- ... 6208.

Speaker speaker_0: Thank you. What is your current mailing address, sir?

Speaker speaker_1: Oh, shit. Um, hang on, I gotta look, I got a little map here. Uh-

Speaker speaker_0: No, trust me. I, I, I do the same thing myself.

Speaker speaker_1: Yeah, yeah, I do, I just, I just moved-

Speaker speaker_0: I'm, I'm just addressing it.

Speaker speaker_1: ... to address it. 8221 Stahl, S-T-A-H-L, uh, Road, Evansville, Indiana, 47715.

Speaker speaker_0: All right. Your date of birth?

Speaker speaker_1: July 9th, 1982.

Speaker speaker_0: And then, a good phone number for you.

Speaker speaker_1: 779-217-3830.

Speaker speaker_0: Thank you. All right, I've got you opted out of the automatic enrollment. You are-

Speaker speaker_1: Yep.

Speaker speaker_0: ... good to go. Now, um-

Speaker speaker_1: All right. Thanks very much. Good-

Speaker speaker_0: Was gonna say, one last thing, you may get a text message when you start working advising to give us a call regarding this, but since you've already done so-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... if you get that text me- sorry, if you get that text message, you can just ignore it, okay?

Speaker speaker_1: Okay, thank you very much, man. Appreciate it.

Speaker speaker_0: No prob. Yes, sir.

Speaker speaker_1: All right.

Speaker speaker_0: Thanks again for calling. Bye-bye.

Speaker speaker_1: All right, bye-bye.