

Transcript: Chris Sofield

(deactivated)-5101928748367872-5684445767483392

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? Hey, Chris, this is Brandon uh, my surge, uh, the company I work for, they... this number sent me, something about, I don't even know, it's probably health benefits, I'm assuming. Uh, it said to call this nu- it said to call this number to opt out, so I'm opting out. I don't know if that's how you... Okay. Yep, that's all. Okay. Yes, so I'll need a little bit of information to be able to get that done for you, starting with, what's the last four of your social? Nine, eight, three, one. All right. And Brandon, what's your last name? M-A-R-C-U-N. Marcum Okay. All right, Mr. Marcum, could you verify your address and your date of birth for me, please? Yes. 256 North Ohio Avenue. And you said my date of birth? Uh, yeah. Well, I will also need the rest of the address. I need the city, state and zip as well. Oh, okay. Uh, 256 North Ohio Avenue. I live in Lancaster, Ohio. Four, three, one, three, zero is the zip code. All right. And then, yeah, your date of birth? August 7th, 1994. So that would be 08/07/1994. Thank you. And then we have a phone on file of 740-583-7715. Yes, sir. All right. All right, I've got you opted out of the automatic enrollment, you are good to go. Anything else? That should be it. All right, if that's everything, thanks again for calling and have a wonderful day. Sure. Thanks, Chris. No problem. Thanks again for calling. Bye now.

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: Hey, Chris, this is Brandon uh, my surge, uh, the company I work for, they... this number sent me, something about, I don't even know, it's probably health benefits, I'm assuming. Uh, it said to call this nu- it said to call this number to opt out, so I'm opting out. I don't know if that's how you...

Speaker speaker_1: Okay.

Speaker speaker_2: Yep, that's all.

Speaker speaker_1: Okay. Yes, so I'll need a little bit of information to be able to get that done for you, starting with, what's the last four of your social?

Speaker speaker_2: Nine, eight, three, one.

Speaker speaker_1: All right. And Brandon, what's your last name?

Speaker speaker_2: M-A-R-C-U-N. Marcum

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

Speaker speaker_2: Yes. 256 North Ohio Avenue. And you said my date of birth?

Speaker speaker_1: Uh, yeah. Well, I will also need the rest of the address. I need the city, state and zip as well.

Speaker speaker_2: Oh, okay. Uh, 256 North Ohio Avenue. I live in Lancaster, Ohio. Four, three, one, three, zero is the zip code.

Speaker speaker_1: All right. And then, yeah, your date of birth?

Speaker speaker_2: August 7th, 1994. So that would be 08/07/1994.

Speaker speaker_1: Thank you. And then we have a phone on file of 740-583-7715.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. All right, I've got you opted out of the automatic enrollment, you are good to go. Anything else?

Speaker speaker_2: That should be it.

Speaker speaker_1: All right, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: Sure. Thanks, Chris.

Speaker speaker_1: No problem. Thanks again for calling. Bye now.