

## **Transcript: Chris Sofield (deactivated)-5312839311474688-4627192410062848**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Chris. Can I help you today? Hi, Chris. Uh, my name's Gabriel Jimenez. Uh, I just got a... received a text that says I was going to be enrolled into a Te, TeleRx. Okay. And I was just calling to see if I could opt out of that. Okay. Yeah. We should be able to get that done for you. Um, what staffing company do you work with? Carlton Staffing. Carlton. Last four of your social. 4048. All right. Mr. Jimenez, could you verify your address and your date of birth for me? Uh, it's 11927 Prosperity Point Drive. And, uh, 73708. And the rest of the address? I need the city, state, and zip as well. Uh, Houston, Texas 77048. Thank you. The phone number for all we've got is 832-494-5766. Is that correct? Yes. All right. Um, okay. Looks like you're already opted out of the automatic enrollment. It looks like you had gone onto the, uh, online portal sometime last week and done so, uh, so you're good to go. Uh, that's probably just an automated reminder. Oh, okay. No, I, I thought so, but I was just checking. All right then. Anything else? That's it. Thank you. All right. Thanks again for calling and have a wonderful day. You too. Bye bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Chris. Can I help you today?

Speaker speaker\_1: Hi, Chris. Uh, my name's Gabriel Jimenez. Uh, I just got a... received a text that says I was going to be enrolled into a Te, TeleRx.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I was just calling to see if I could opt out of that.

Speaker speaker\_0: Okay. Yeah. We should be able to get that done for you. Um, what staffing company do you work with?

Speaker speaker\_1: Carlton Staffing.

Speaker speaker\_0: Carlton. Last four of your social.

Speaker speaker\_1: 4048.

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

Speaker speaker\_1: Uh, it's 11927 Prosperity Point Drive. And, uh, 73708.

Speaker speaker\_0: And the rest of the address? I need the city, state, and zip as well.

Speaker speaker\_1: Uh, Houston, Texas 77048.

Speaker speaker\_0: Thank you. The phone number for all we've got is 832-494-5766. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Um, okay. Looks like you're already opted out of the automatic enrollment. It looks like you had gone onto the, uh, online portal sometime last week and done so, uh, so you're good to go. Uh, that's probably just an automated reminder.

Speaker speaker\_1: Oh, okay. No, I, I thought so, but I was just checking.

Speaker speaker\_0: All right then. Anything else?

Speaker speaker\_1: That's it. Thank you.

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

Speaker speaker\_1: You too. Bye bye.

Speaker speaker\_0: Bye now.