

Transcript: Chris Sofield (deactivated)-5318959192129536-5902095860940800

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi. Yes, yes. I received a text message saying that, um, something about to call this number if I want to decline about the... Um, enroll... Auto-enroll. Okay. Yes. So, so it sounds like the staffing company you work with automatically enrolls their new hires into a health insurance plan. Mm-hmm. Were you looking to opt out of that? Yeah. I want, I wanna, um, get out of that. I don't want the insurance. Okay. What staffing company do you work with? Serge. And the last four of your Social? Yes, so it's 5719. All right. Your first and last name? Yes. Brenda Garcia. All right, Ms. Garcia. Could you verify your address and your date of birth, please? Yeah, hold on a second. Uh, yeah, the... Address is 1000 Williams Avenue Northeast in Fort Payne, Alabama. And what else did you say to verify? Your date of birth. Oh, okay. I didn't hear that. Okay. So it's 11-24-95. Thank you. And we have a phone number on file of 256-516-2252? Yes. All right. I have you opted out and you're good to go. Anything else? Uh, no, that'll be it. All right. Thanks for calling and have a wonderful day. Bye. Thank you so much. Bye-bye. You're welcome. Bye now.

Conversation Format

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

Speaker speaker_1: Hi. Yes, yes. I received a text message saying that, um, something about to call this number if I want to decline about the... Um, enroll... Auto-enroll.

Speaker speaker_0: Okay. Yes. So, so it sounds like the staffing company you work with automatically enrolls their new hires into a health insurance plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Were you looking to opt out of that?

Speaker speaker_1: Yeah. I want, I wanna, um, get out of that. I don't want the insurance.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Yes, so it's 5719.

Speaker speaker_0: All right. Your first and last name?

Speaker speaker_1: Yes. Brenda Garcia.

Speaker speaker_0: All right, Ms. Garcia. Could you verify your address and your date of birth, please?

Speaker speaker_1: Yeah, hold on a second. Uh, yeah, the... Address is 1000 Williams Avenue Northeast in Fort Payne, Alabama. And what else did you say to verify?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, okay. I didn't hear that. Okay. So it's 11-24-95.

Speaker speaker_0: Thank you. And we have a phone number on file of 256-516-2252?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I have you opted out and you're good to go. Anything else?

Speaker speaker_1: Uh, no, that'll be it.

Speaker speaker_0: All right. Thanks for calling and have a wonderful day.

Speaker speaker_1: Bye. Thank you so much. Bye-bye.

Speaker speaker_0: You're welcome. Bye now.