

Transcript: Chris Sofield (deactivated)-5383370772365312-5223326248386560

Full Transcript

Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hey, um, I just received a text from you guys saying that, um, I, I got a job with Surge and it said that I'll be auto-enrolled within 30 days, and I just... I, I'm n- I don't want to be auto-enrolled. Okay. Let me pull your file up and make sure to opt you out then. What's the last four of your Social? Um, you said last four of my social? Yeah, I did. 9189. Thank you. Your first and last name? Zynaja West. Do I need to spell it? No, I found it. Ms. West- Oh. ... could you verify your address and date of birth? Um, I don't know if I used the 37 Lee Road A-A-3 or 1074 A Blood Bottom Road. Um, it is Lee Road. Okay. And I need the rest of the address. 883 Smith Station, Alabama 36877. Thank you. And then your date of birth? 04/11/2006. Thank you. I have a phone number on file for you, 706-580-6651. Mm-hmm. All right. I got you opted out of automatic enrollment, you're good to go. Anything else? Thank you. You're welcome. Thanks for calling. Have a good day. Mm-hmm. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hey, um, I just received a text from you guys saying that, um, I, I got a job with Surge and it said that I'll be auto-enrolled within 30 days, and I just... I, I'm n- I don't want to be auto-enrolled.

Speaker speaker_0: Okay. Let me pull your file up and make sure to opt you out then. What's the last four of your Social?

Speaker speaker_1: Um, you said last four of my social?

Speaker speaker_0: Yeah, I did.

Speaker speaker_1: 9189.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Zynaja West. Do I need to spell it?

Speaker speaker_0: No, I found it. Ms. West-

Speaker speaker_1: Oh.

Speaker speaker_0: ... could you verify your address and date of birth?

Speaker speaker_1: Um, I don't know if I used the 37 Lee Road A-A-3 or 1074 A Blood Bottom Road.

Speaker speaker_0: Um, it is Lee Road.

Speaker speaker_1: Okay.

Speaker speaker_0: And I need the rest of the address.

Speaker speaker_1: 883 Smith Station, Alabama 36877.

Speaker speaker_0: Thank you. And then your date of birth?

Speaker speaker_1: 04/11/2006.

Speaker speaker_0: Thank you. I have a phone number on file for you, 706-580-6651.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. I got you opted out of automatic enrollment, you're good to go. Anything else?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Thanks for calling. Have a good day.

Speaker speaker_1: Mm-hmm. You too.