

## **Transcript: Chris Sofield**

**(deactivated)-5520518275973120-6038630951862272**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for getting... Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, I tried to, uh, call in, um, decline it, uh, offer. Okay. What staffing company do you work with? Uh, Surge. And the last four of your Social? 8405. Let me... You said 845? 8405. 8405. Okay, thank you. And then your first and last name? Jack Johnson. All right. Mr. Johnson, could you verify your address and your date of birth for me? 5607 7th Street, Columbus, Georgia. 309- 309... What was that right... Uh, 4... Uh, my birthday is, is 09/25/79. Thank you. Phone on file we have is 706-741-8902. Is that correct? Yes. All right. Okay. Yeah, it does look like that automatic enrollment has happened. I'll go ahead and start cancellation on it. Please be aware though- Okay. ... that cancellation does take one to two weeks to fully process. It's got to go through Surge Yep. ... teams as well. During this timeframe, you may see one or two final deductions providing one or two final weeks of coverage, but you will only see two at the most. Okay? Yeah, 'cause it's already been claimed already. I understand that. And we're st- we're doing a cancellation and I'm letting you know that because of the cancellation process, you may see one or two more deductions, which would provide one or two final weeks of coverage. But if you see any more, you'd only see two at the most. Okay. Anything else? Nope. Yo. All right. Thank you again for calling and have a good day. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for getting... Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yes, I tried to, uh, call in, um, decline it, uh, offer.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 8405.

Speaker speaker\_1: Let me... You said 845?

Speaker speaker\_2: 8405.

Speaker speaker\_1: 8405. Okay, thank you. And then your first and last name?

Speaker speaker\_2: Jack Johnson.

Speaker speaker\_1: All right. Mr. Johnson, could you verify your address and your date of birth for me?

Speaker speaker\_2: 5607 7th Street, Columbus, Georgia. 309- 309... What was that right... Uh, 4... Uh, my birthday is, is 09/25/79.

Speaker speaker\_1: Thank you. Phone on file we have is 706-741-8902. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Okay. Yeah, it does look like that automatic enrollment has happened. I'll go ahead and start cancellation on it. Please be aware though-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that cancellation does take one to two weeks to fully process. It's got to go through Surge

Speaker speaker\_3: Yep.

Speaker speaker\_1: ... teams as well. During this timeframe, you may see one or two final deductions providing one or two final weeks of coverage, but you will only see two at the most. Okay?

Speaker speaker\_2: Yeah, 'cause it's already been claimed already.

Speaker speaker\_1: I understand that. And we're st- we're doing a cancellation and I'm letting you know that because of the cancellation process, you may see one or two more deductions, which would provide one or two final weeks of coverage. But if you see any more, you'd only see two at the most.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Anything else?

Speaker speaker\_2: Nope. Yo.

Speaker speaker\_1: All right. Thank you again for calling and have a good day.

Speaker speaker\_2: All right.