

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes. Hi, Chris. How are you? I'm doing well. And yourself? I'm great. Thanks for asking. Happy New Year. Happy New Year to you too. How can I help? I was calling because I received a, uh, a text saying I need to opt out. Um, I want to opt out of the, um, of the program. Okay. What staffing company do you work with? Wagner. Wagner. And the last four of your Social? 7034. Thank you. And then your first and last name? First name is Lakima, L-A-K-I-M-A. Last name is English, just like the language. All right. Ms. English, could you verify your address and your date of birth for me, please? Address is 3535 White Oak, two words, WhiteOakDrive, Covington, Georgia 30016. Um, phone number? You said phone number? Uh, date of birth. Oh, date of birth. 2/28/78. Thank you. And we have, we have your phone number on file. It's 678-330-5854. Is that correct? Correct. All right. Uh, looks like you've already opted out. Looks like you gave us a call sometime last week and, and declined the coverage. So you're still good to go. Okay. That's what I thought. I just got another text though. Okay. It's probably just an automated reminder. Um, but yeah, you're, you're good to go. Okay. Thanks so much, Chris. Have a blessed day. You as well. Thanks for calling. Bye-bye. Thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes. Hi, Chris. How are you?

Speaker speaker_1: I'm doing well. And yourself?

Speaker speaker_2: I'm great. Thanks for asking. Happy New Year.

Speaker speaker_1: Happy New Year to you too. How can I help?

Speaker speaker_2: I was calling because I received a, uh, a text saying I need to opt out. Um, I want to opt out of the, um, of the program.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Wagner.

Speaker speaker_1: Wagner. And the last four of your Social?

Speaker speaker_2: 7034.

Speaker speaker_1: Thank you. And then your first and last name?

Speaker speaker_2: First name is Lakima, L-A-K-I-M-A. Last name is English, just like the language.

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

Speaker speaker_2: Address is 3535 White Oak, two words, WhiteOakDrive, Covington, Georgia 30016. Um, phone number? You said phone number?

Speaker speaker_1: Uh, date of birth.

Speaker speaker_2: Oh, date of birth. 2/28/78.

Speaker speaker_1: Thank you. And we have, we have your phone number on file. It's 678-330-5854. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Uh, looks like you've already opted out. Looks like you gave us a call sometime last week and, and declined the coverage. So you're still good to go.

Speaker speaker_2: Okay. That's what I thought. I just got another text though. Okay.

Speaker speaker_1: It's probably just an automated reminder. Um, but yeah, you're, you're good to go.

Speaker speaker_2: Okay. Thanks so much, Chris. Have a blessed day.

Speaker speaker_1: You as well. Thanks for calling. Bye-bye.

Speaker speaker_2: Thanks. Bye-bye.