

Transcript: Chris Sofield

(deactivated)-5717678791901184-5950000250273792

Full Transcript

Thank you for calling Benefits Center Card. This is Chris. How can I help you today? Hey, Chris. I got a text from y'all, uh, day before yesterday, I believe, about a med Pella Rx card. Okay. Um- If that's- Did the text, did the text message say something about you being auto-enrolled into it? Yeah, from Surge. Um, we're... Okay. Yeah, so Surge Staffing automatically enrolls their new hires into that medical insurance plan. Um, were you looking to opt out of that? Uh, y- well, it depends. Is, is it gonna be... Is it gonna cost me? Any insurance, uh, plan from Surge Staffing does deduct out of your paycheck. Yes, sir. Oh, okay. Yeah. Uh, op- opt me out of it, 'cause I, I'm not really- Okay. ... making a whole lot off them people anyway. No, I understand. Um, what's the last four of your Social so I can locate your file? 7082. And your first and last name? Gerald Parker. All right, Mr. Parker. Could you verify your address and date of birth for me? 324 West Payne Avenue, Galion, Ohio 44833. Okay, and your date of birth? 1/10/'61. Thank you. Phone on file is 740-961-9671. Is that correct? Yes, sir. All right. I have you opted out of automatic enrollment and you're good to go. Was there anything else? That's it, bud. All right. Thanks again for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Hey, Chris. I got a text from y'all, uh, day before yesterday, I believe, about a med Pella Rx card.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: If that's-

Speaker speaker_0: Did the text, did the text message say something about you being auto-enrolled into it?

Speaker speaker_1: Yeah, from Surge.

Speaker speaker_0: Um, we're... Okay. Yeah, so Surge Staffing automatically enrolls their new hires into that medical insurance plan. Um, were you looking to opt out of that?

Speaker speaker_1: Uh, y- well, it depends. Is, is it gonna be... Is it gonna cost me?

Speaker speaker_0: Any insurance, uh, plan from Surge Staffing does deduct out of your paycheck. Yes, sir.

Speaker speaker_1: Oh, okay. Yeah. Uh, op- opt me out of it, 'cause I, I'm not really-

Speaker speaker_0: Okay.

Speaker speaker_1: ... making a whole lot off them people anyway.

Speaker speaker_0: No, I understand. Um, what's the last four of your Social so I can locate your file?

Speaker speaker_1: 7082.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Gerald Parker.

Speaker speaker_0: All right, Mr. Parker. Could you verify your address and date of birth for me?

Speaker speaker_1: 324 West Payne Avenue, Galion, Ohio 44833.

Speaker speaker_0: Okay, and your date of birth?

Speaker speaker_1: 1/10/'61.

Speaker speaker_0: Thank you. Phone on file is 740-961-9671. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I have you opted out of automatic enrollment and you're good to go. Was there anything else?

Speaker speaker_1: That's it, bud.

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

Speaker speaker_1: You too.