

## **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 on a Card, this is Chris. How can I help you today? Yes. I was calling because I was told I need to call this number to un-enroll. I wasn't wanting to be enrolled in the healthcare, uh, for going through surge. Okay. And last four of your Social to locate your file to opt you out? It's 3762. And your first and last name? Christina Holmes. Thank you. Ms. Holmes, could you verify your address and date of birth, please? It's 136 Sydney Street, Valley, Alabama. And then what? Uh, your date of birth? 07/13/86. Thank you. We have a phone on file of 470-981-3102? Yes. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? No, that's it. Thank you. You're welcome. Thanks for calling and have a good day. All right. You too.

### **Conversation Format**

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

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

Speaker speaker\_2: Yes. I was calling because I was told I need to call this number to un-enroll. I wasn't wanting to be enrolled in the healthcare, uh, for going through surge.

Speaker speaker\_1: Okay. And last four of your Social to locate your file to opt you out?

Speaker speaker\_2: It's 3762.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Christina Holmes.

Speaker speaker\_1: Thank you. Ms. Holmes, could you verify your address and date of birth, please?

Speaker speaker\_2: It's 136 Sydney Street, Valley, Alabama. And then what?

Speaker speaker\_1: Uh, your date of birth?

Speaker speaker\_2: 07/13/86.

Speaker speaker\_1: Thank you. We have a phone on file of 470-981-3102?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: All right. You too.