

## **Transcript: Chris Sofield**

**(deactivated)-5745188140269568-5815311668658176**

### **Full Transcript**

Thank you for calling BlueRibbon Card. This is Chris. How can I help you today? Yes, sir. My name is Matthew. Uh, I received a text about the insurance and replied, "No." And it, it still said that I was going to receive benefits and I'm trying to not receive those because I don't want to pay for insurance. All right, sir. What staffing company do you work with? Uh... Crown Staffing. Okay, and the last four of your social? 6378. Thank you. Your first and last name? Matthew Schwartz, F-T-H-W-A-R-T-Z. Thank you. Mr. Schwartz, could you verify your address and your date of birth for me? 70... I gotta check my driver's license. I don't know why I'm having a brain fart. It's 70 Echo Lake, but I think it's West. Let me pull it out. Thank God for driver's licenses. 70 Echo Lake West Drive, Mooresville, Indiana, uh, 46158, November 29th, 1989. Thank you. Phone we have on file, 317-364-7946? Yes. All right. I've got you opted out of automatic enrollment. You are good to go. Anything else? No, sir. That will be it. All right. Thanks again for calling and have a wonderful day. Thank you as well, and you as well. Thank you. You're welcome. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling BlueRibbon Card. This is Chris. How can I help you today?

Speaker speaker\_1: Yes, sir. My name is Matthew. Uh, I received a text about the insurance and replied, "No." And it, it still said that I was going to receive benefits and I'm trying to not receive those because I don't want to pay for insurance.

Speaker speaker\_0: All right, sir. What staffing company do you work with?

Speaker speaker\_1: Uh... Crown Staffing.

Speaker speaker\_0: Okay, and the last four of your social?

Speaker speaker\_1: 6378.

Speaker speaker\_0: Thank you. Your first and last name?

Speaker speaker\_1: Matthew Schwartz, F-T-H-W-A-R-T-Z.

Speaker speaker\_0: Thank you. Mr. Schwartz, could you verify your address and your date of birth for me?

Speaker speaker\_1: 70... I gotta check my driver's license. I don't know why I'm having a brain fart. It's 70 Echo Lake, but I think it's West. Let me pull it out. Thank God for driver's licenses. 70 Echo Lake West Drive, Mooresville, Indiana, uh, 46158, November 29th, 1989.

Speaker speaker\_0: Thank you. Phone we have on file, 317-364-7946?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I've got you opted out of automatic enrollment. You are good to go. Anything else?

Speaker speaker\_1: No, sir. That will be it.

Speaker speaker\_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_1: Thank you as well, and you as well. Thank you.

Speaker speaker\_0: You're welcome. Bye now.

Speaker speaker\_1: Bye.