

Transcript: Chris Sofield

(deactivated)-5783321621872640-6607297055080448

Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, yeah, um, I had just started with Surge and, uh, the temp service company, I wanted to opt out of the enrollment. Okay. Um, one moment. What's the last four of your Social, sir? 3880. Thank you. And your first and last name? Roberto Oyola. Okay, we need to create that file to be able to opt you out of Surge's automatic enrollment. Um, that's going to require a little bit more information, starting with I'll need your full Social at this time. Uh, 348843880. Thank you. And can you spell your last name for me? It's O-Y-O-L-A. Thank you. What's your current mailing address? 412 Chase Avenue, Joliet, Illinois 60432. Thank you. Your date of birth? Uh, September 5th, 1988. And then finally a good phone number for you. 815-483-3458. Thank you. All right, your file's been created and you've been opted out of automatic enrollment, you're good to go. You may receive a text message that's automated advising us to get in contact with us to opt out of automatic enrollment if you haven't already done so. But since you've already given us a call, you can just decl- you can just disregard that email should you receive it. Oh, okay, thank you. No problem. Anything else? Uh, no, that would be it. All right, thanks again for calling. Have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, yeah, um, I had just started with Surge and, uh, the temp service company, I wanted to opt out of the enrollment.

Speaker speaker_0: Okay. Um, one moment. What's the last four of your Social, sir?

Speaker speaker_1: 3880.

Speaker speaker_0: Thank you. And your first and last name?

Speaker speaker_1: Roberto Oyola.

Speaker speaker_0: Okay, we need to create that file to be able to opt you out of Surge's automatic enrollment. Um, that's going to require a little bit more information, starting with I'll need your full Social at this time.

Speaker speaker_1: Uh, 348843880.

Speaker speaker_0: Thank you. And can you spell your last name for me?

Speaker speaker_1: It's O-Y-O-L-A.

Speaker speaker_0: Thank you. What's your current mailing address?

Speaker speaker_1: 412 Chase Avenue, Joliet, Illinois 60432.

Speaker speaker_0: Thank you. Your date of birth?

Speaker speaker_1: Uh, September 5th, 1988.

Speaker speaker_0: And then finally a good phone number for you.

Speaker speaker_1: 815-483-3458.

Speaker speaker_0: Thank you. All right, your file's been created and you've been opted out of automatic enrollment, you're good to go. You may receive a text message that's automated advising us to get in contact with us to opt out of automatic enrollment if you haven't already done so. But since you've already given us a call, you can just decl- you can just disregard that email should you receive it.

Speaker speaker_1: Oh, okay, thank you.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: Uh, no, that would be it.

Speaker speaker_0: All right, thanks again for calling. Have a wonderful day.

Speaker speaker_1: You too.