

Transcript: Chris Sofield (deactivated)-5888462688927744-6075859292700672

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. I was told to call by the staffing agency surge to make sure that you guys, um, to, uh, decline that insurance for you guys. Okay. What's the last four of your Social? 9671. Thank you. And your first and last name? Mary Ratliff. Um, okay. Looks like we'll need to create a file in our system in order to opt you out. Uh, we don't have any information just yet. In order to get that done for you, I am going to need to get more information from you, starting with I will need your full Social at this time. My full Social? Yes, ma'am. All right, it is 272-049671. Thank you. And... And I'm sorry, what was the last name one more time? The last four? No, the last name. Ratliff. R-A-T-L-I-F- Okay. So when plugging... When entering in your information, um, as if to create a new file, it looks like your file... your information already exists in our system under a different last name. Curtin? Yes, ma'am. Yeah, that's my maiden name. Okay. Um, we can go ahead and update that. Wha- uh, could you spell your last name for me one more time, please? It is now R-A-T-L-I-F-F. All right. Okay. Ms. Ratliff, um, can you verify your address and your date of birth for me please? So my address would be 29 Mark Drive, New Carlisle, Ohio, and my birthday is 12/09/98. Okay. And can you verify the zip code as well please, ma'am? 45344. Thank you. All right. Thank you, and then we have a phone number of looks like 937-206-2053. Yes. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? So they will not charge me for the insurance? No, ma'am. All right. No money, that's totally it. All right then. If that's everything, thanks again for calling and have a wonderful day. Thank you. You too. Bye now.

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, Chris. I was told to call by the staffing agency surge to make sure that you guys, um, to, uh, decline that insurance for you guys.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 9671.

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

Speaker speaker_1: Mary Ratliff.

Speaker speaker_0: Um, okay. Looks like we'll need to create a file in our system in order to opt you out. Uh, we don't have any information just yet. In order to get that done for you, I am going to need to get more information from you, starting with I will need your full Social at this time.

Speaker speaker_1: My full Social?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, it is 272-049671.

Speaker speaker_0: Thank you. And... And I'm sorry, what was the last name one more time?

Speaker speaker_1: The last four?

Speaker speaker_0: No, the last name.

Speaker speaker_1: Ratliff. R-A-T-L-I-F-

Speaker speaker_0: Okay. So when plugging... When entering in your information, um, as if to create a new file, it looks like your file... your information already exists in our system under a different last name.

Speaker speaker_1: Curtin?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah, that's my maiden name.

Speaker speaker_0: Okay. Um, we can go ahead and update that. Wha- uh, could you spell your last name for me one more time, please?

Speaker speaker_1: It is now R-A-T-L-I-F-F.

Speaker speaker_0: All right. Okay. Ms. Ratliff, um, can you verify your address and your date of birth for me please?

Speaker speaker_1: So my address would be 29 Mark Drive, New Carlisle, Ohio, and my birthday is 12/09/98.

Speaker speaker_0: Okay. And can you verify the zip code as well please, ma'am?

Speaker speaker_1: 45344.

Speaker speaker_0: Thank you. All right. Thank you, and then we have a phone number of looks like 937-206-2053.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_1: So they will not charge me for the insurance?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: All right. No money, that's totally it.

Speaker speaker_0: All right then. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye now.