

Transcript: Chris Sofield (deactivated)-5998246365544448-4776257037582336

Full Transcript

Hello? Hello? Hello. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey, Chris. I got a text message... I work for, um, Mega Force and the text message says, "Welcome to Mega Force. If you haven't declined coverage you'll be automatically enrolled in the next Telem- TeleRX plan 30 days after your first check." But I believe when I did my application I told them that I had my own insurance. Can we follow up on that? Yeah, I'll check to see if your... if you, uh, if you opted out or not. What's the last four of your social? 4927. Thank you, and your first and last name? Ph... Stephen with a P-H. Last name is Brawley, B-R-A-W-L-E-Y. Thank you, and Mr. Brawley could you verify your address and your date of birth for me? 1250... 1253 Old Liberty Road, Apartment B, Asheboro, North Carolina 27203. 09/10/59. Thank you. And then we have a phone number on file for you at 743-239-4724, is that correct? That would be correct. All right. Uh- I- ... yeah, it does look like you are opted out of the automatic enrollment so you are good to go. All right, I appreciate it. Thank you. No problem. Thanks for calling and have a wonderful day. You too. Okay.

Conversation Format

Speaker speaker_0: Hello? Hello?

Speaker speaker_1: Hello. Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_0: Hey, Chris. I got a text message... I work for, um, Mega Force and the text message says, "Welcome to Mega Force. If you haven't declined coverage you'll be automatically enrolled in the next Telem- TeleRX plan 30 days after your first check." But I believe when I did my application I told them that I had my own insurance. Can we follow up on that?

Speaker speaker_1: Yeah, I'll check to see if your... if you, uh, if you opted out or not. What's the last four of your social?

Speaker speaker_0: 4927.

Speaker speaker_1: Thank you, and your first and last name?

Speaker speaker_0: Ph... Stephen with a P-H. Last name is Brawley, B-R-A-W-L-E-Y.

Speaker speaker_1: Thank you, and Mr. Brawley could you verify your address and your date of birth for me?

Speaker speaker_0: 1250... 1253 Old Liberty Road, Apartment B, Asheboro, North Carolina 27203. 09/10/59.

Speaker speaker_1: Thank you. And then we have a phone number on file for you at 743-239-4724, is that correct?

Speaker speaker_0: That would be correct.

Speaker speaker_1: All right. Uh-

Speaker speaker_0: I-

Speaker speaker_1: ... yeah, it does look like you are opted out of the automatic enrollment so you are good to go.

Speaker speaker_0: All right, I appreciate it. Thank you.

Speaker speaker_1: No problem. Thanks for calling and have a wonderful day.

Speaker speaker_0: You too. Okay.