

Transcript: Chris Sofield

(deactivated)-6058558956290048-5666892617400320

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? Hi, Chris. This is Misha Deckard and I was calling to decline all benefits. Okay. What staffing company do you work with? Carlton Staffing. Okay. And last four of your Social? 9085. Thank you. Ms. Deckard, could you verify your address and your date of birth for me please? 111686 10306 Lear Street, Houston, Texas 77016. Thank you. So the phone number on file of 375-2729-17? Yes, sir. And, uh, let's see here. It looks like two emails on file. We have MSMisha@gmail.com. Uh-huh. And- That's the correct one. Okay. What is the other one? Uh, GabrielACRD126@Yahoo.com. No. I don't know who email that is, and they sent me somebody else's email saying that they enrolled in coverage, but that's not me. It should be the MSMisha@gmail.com and that's it. Okay. Okay. We will get rid of the, uh, we'll get rid of the other email address and make it to where only your email address is on file. Um, but your, you're opted out of insurance. You're not going to be enrolled into anything. Okay, perfect. I just wanted to call and make sure since this is a new year. Understood. Uh, was there anything else I could help you with? That'll be all. All right. Thanks again for calling and have a wonderful day. You too. Bye-bye. Bye now.

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: Hi, Chris. This is Misha Deckard and I was calling to decline all benefits.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: Okay. And last four of your Social?

Speaker speaker_2: 9085.

Speaker speaker_1: Thank you. Ms. Deckard, could you verify your address and your date of birth for me please?

Speaker speaker_2: 111686 10306 Lear Street, Houston, Texas 77016.

Speaker speaker_1: Thank you. So the phone number on file of 375-2729-17?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And, uh, let's see here. It looks like two emails on file. We have MSMisha@gmail.com.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And-

Speaker speaker_2: That's the correct one.

Speaker speaker_1: Okay.

Speaker speaker_2: What is the other one?

Speaker speaker_1: Uh, GabrielACRD126@Yahoo.com.

Speaker speaker_2: No. I don't know who email that is, and they sent me somebody else's email saying that they enrolled in coverage, but that's not me. It should be the MSMisha@gmail.com and that's it.

Speaker speaker_1: Okay. Okay. We will get rid of the, uh, we'll get rid of the other email address and make it to where only your email address is on file. Um, but your, you're opted out of insurance. You're not going to be enrolled into anything.

Speaker speaker_2: Okay, perfect. I just wanted to call and make sure since this is a new year.

Speaker speaker_1: Understood. Uh, was there anything else I could help you with?

Speaker speaker_2: That'll be all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.