

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Uh, yes, I was told to call you folks to, um, decline the insurance coverage. Okay. What staffing company do you work with? It's ITC. ITC? Correct. Um, we don't work with a company called ITC. Are you sure that's the name of the company? Uh, uh, uh, that's just the initials they gave me. It's, uh, Integrity Trade Services. Okay. All right. Okay, and then the last four of your Social? 2503. All right. Your first and last name? Marcos Hernandez. All right. Mr. Hernandez, we'll need to create a file in our system in order to opt you out. We don't have that information from them. Um- Sure, no problem. ... in order to get that done, I'll need to get more information from you, uh, starting- Sure. ... with, uh, I will need your full Social at this time. Uh, 33458-2503. Thank you. Mm-hmm. What's your current mailing address, sir? 245 Monroe Street, Apartment Diaz & Dogs, Oswego, Illinois, 60543. All right. Your date of birth? 11/14/1970. And then, a good phone number for you. Uh, 312-682-3004. All right. Thank you for that. I've got you opted out of automatic enrollment, you're good to go. Was there anything else? No, sir. Thanks for your help. You're welcome. Thanks for calling. Have a good day. You too, buddy. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, yes, I was told to call you folks to, um, decline the insurance coverage.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: It's ITC.

Speaker speaker\_1: ITC?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Um, we don't work with a company called ITC. Are you sure that's the name of the company?

Speaker speaker\_2: Uh, uh, uh, that's just the initials they gave me. It's, uh, Integrity Trade Services.

Speaker speaker\_1: Okay. All right. Okay, and then the last four of your Social?

Speaker speaker\_2: 2503.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Marcos Hernandez.

Speaker speaker\_1: All right. Mr. Hernandez, we'll need to create a file in our system in order to opt you out. We don't have that information from them. Um-

Speaker speaker\_2: Sure, no problem.

Speaker speaker\_1: ... in order to get that done, I'll need to get more information from you, uh, starting-

Speaker speaker\_2: Sure.

Speaker speaker\_1: ... with, uh, I will need your full Social at this time.

Speaker speaker\_2: Uh, 33458-2503.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: What's your current mailing address, sir?

Speaker speaker\_2: 245 Monroe Street, Apartment Diaz & Dogs, Oswego, Illinois, 60543.

Speaker speaker\_1: All right. Your date of birth?

Speaker speaker\_2: 11/14/1970.

Speaker speaker\_1: And then, a good phone number for you.

Speaker speaker\_2: Uh, 312-682-3004.

Speaker speaker\_1: All right. Thank you for that. I've got you opted out of automatic enrollment, you're good to go. Was there anything else?

Speaker speaker\_2: No, sir. Thanks for your help.

Speaker speaker\_1: You're welcome. Thanks for calling. Have a good day.

Speaker speaker\_2: You too, buddy. Bye-bye.

Speaker speaker\_1: Bye now.