

## **Transcript: Chris Sofield**

**(deactivated)-6133711762833408-5523819091935232**

### **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? Yeah. I got a text message which said, I think it was M-E-C, I was auto-enrolled. Okay. Um, what... Uh, sounds like f- or the fact that you, uh, work with a staffing company that we partner with to offer health insurance benefits- Um, and they automatically enroll you into a health insurance plan 40 days after your first check. Uh, were you looking to opt out of that insurance? Yes. Uh, I don't want nothing... Yeah, I don't want nothing taken out of my check. Oh, okay. And what staffing company is this for? Serge. All right. And the last four of your Social? I really don't give that out to anybody. You're not supposed to, but I will. 1-2-7-8. Thank you. And your first and last name, sir? George Hilliard. Thank you. All right. Could you please verify your address and date of birth? Yeah. It's 646 U.S. Highway 231, Arab, Alabama. Date of birth, November 23rd, '68. Thank you. And then we have a phone on file as 256-503-0759? Yes. All right. I have you opted out. You're good to go. Anything else? No. That's it. All right. Thanks again for calling and have a good day. You too. 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: Yeah. I got a text message which said, I think it was M-E-C, I was auto-enrolled.

Speaker speaker\_1: Okay. Um, what... Uh, sounds like f- or the fact that you, uh, work with a staffing company that we partner with to offer health insurance benefits- Um, and they automatically enroll you into a health insurance plan 40 days after your first check. Uh, were you looking to opt out of that insurance?

Speaker speaker\_2: Yes. Uh, I don't want nothing... Yeah, I don't want nothing taken out of my check.

Speaker speaker\_1: Oh, okay. And what staffing company is this for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: All right. And the last four of your Social?

Speaker speaker\_2: I really don't give that out to anybody. You're not supposed to, but I will. 1-2-7-8.

Speaker speaker\_1: Thank you. And your first and last name, sir?

Speaker speaker\_2: George Hilliard.

Speaker speaker\_1: Thank you. All right. Could you please verify your address and date of birth?

Speaker speaker\_2: Yeah. It's 646 U.S. Highway 231, Arab, Alabama. Date of birth, November 23rd, '68.

Speaker speaker\_1: Thank you. And then we have a phone on file as 256-503-0759?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I have you opted out. You're good to go. Anything else?

Speaker speaker\_2: No. That's it.

Speaker speaker\_1: All right. Thanks again for calling and have a good day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye now.