

## **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 in a Card. This is Chris. How can I help you today? Uh, you guys sent me a text, uh, a while back, a week or two ago or whatever, uh, when I got a job with Surge Temp Agency in Lancaster, Ohio, and said I'll be enrolled in some kind of plan, which I don't need. I've got everything already. Okay. To opt out of their automatic enrollment, I'll need to, uh, check to see if we have a file on our system for you. Uh, what's the last four of your Social, sir? 9512. Thank you. And your first and last name? Donald Myers, M-Y-E-R-S. Thank you, Mr. Myers. Could you verify your address and date of birth for me, please? W- who are you guys? This is Benefits in a Card. We're a plan administrator for health insurance benefits for various staffing companies, Surge Staffing being one of the companies we partner with. Oh, okay. All right. So, uh, what do you need? My address is, uh, 513 Spring Street, Lancaster, Ohio. And what else? Uh, your date of birth. Uh, 2-1-57. Thank you. Phone nu- phone number we have on file is 740-215-5129. Is that correct? Yeah, that's me. All right. Uh, looks like your file's already set to decline automatic enrollment. Looks like this was set up back in January of this year. Oh, okay. Um, maybe, maybe you'd worked with them at the time. Um, but yeah, no. You're good to go. Yeah. You're not gonna get enrolled in anything. All right. All right, man. I appreciate it. You have a good weekend. You as well. Thanks for calling. Mm-bye. All right. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, you guys sent me a text, uh, a while back, a week or two ago or whatever, uh, when I got a job with Surge Temp Agency in Lancaster, Ohio, and said I'll be enrolled in some kind of plan, which I don't need. I've got everything already.

Speaker speaker\_1: Okay. To opt out of their automatic enrollment, I'll need to, uh, check to see if we have a file on our system for you. Uh, what's the last four of your Social, sir?

Speaker speaker\_2: 9512.

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

Speaker speaker\_2: Donald Myers, M-Y-E-R-S.

Speaker speaker\_1: Thank you, Mr. Myers. Could you verify your address and date of birth for me, please?

Speaker speaker\_2: W- who are you guys?

Speaker speaker\_1: This is Benefits in a Card. We're a plan administrator for health insurance benefits for various staffing companies, Surge Staffing being one of the companies we partner with.

Speaker speaker\_2: Oh, okay. All right. So, uh, what do you need? My address is, uh, 513 Spring Street, Lancaster, Ohio. And what else?

Speaker speaker\_1: Uh, your date of birth.

Speaker speaker\_2: Uh, 2-1-57.

Speaker speaker\_1: Thank you. Phone nu- phone number we have on file is 740-215-5129. Is that correct?

Speaker speaker\_2: Yeah, that's me.

Speaker speaker\_1: All right. Uh, looks like your file's already set to decline automatic enrollment. Looks like this was set up back in January of this year.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Um, maybe, maybe you'd worked with them at the time. Um, but yeah, no. You're good to go.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: You're not gonna get enrolled in anything.

Speaker speaker\_2: All right. All right, man. I appreciate it. You have a good weekend.

Speaker speaker\_1: You as well. Thanks for calling. Mm-bye.

Speaker speaker\_2: All right. Bye.