

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 on a Card■. This is Chris. How can I help you today? Hey, Chris. This is Jonathan Henry. I'm an employee with Surge Staffing. Mm-hmm. Uh... All right. How can I help you, Mr. Henry? I'm calling to... Uh, they said I had 30 days to, to make any adjustments to my insurance that I, uh, that you guys supply to Surge. And, uh, I wanted to call and let you know that I did not need the insurance coverage. Okay. Yeah, we can get that done for you then. Um, I'll just need to pull up your file in our system to make sure that you're opted out. What's the last four of your social? Okay. 0811. Thank you. And there we go. Mr. Henry, could you verify your address and date of birth for me? Yep. 987 3rd Street, Logan, Ohio 43138. And my birthday is January 6th, 1991. Okay. We've got a phone number on file for you. It's 438-3146. 34143... Yep, that's it. That's the one I'm calling from. All right. Um, yeah, it looks like you are still opted out of automatic enrollment. Uh, looks like you had called us maybe about two years ago and done that, uh, probably first time you worked with Surge. Still on file, I've got. So you're good to go. Okay, buddy. I appreciate it. Thank you. No problem. Thanks for calling and have a wonderful day. They must, they must, it... They must have some kind of automated message that, uh, set it up. Yes. Yes, sir. That's... Yeah, that's exactly it. They send it out to everyone, um, if it... Uh, I assume because there's been such a long gap between the last time you worked with Surge and now, the system may have recognized may have thought that you were a brand-new hire with them instead of you coming back to them and you've opted out before. But, yeah, you're good to go. Yeah. All right, brother. I appreciate it, man. Thank you. No problem. Thanks for calling. Have a good one. No prob. 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: Hey, Chris. This is Jonathan Henry. I'm an employee with Surge Staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh...

Speaker speaker_1: All right. How can I help you, Mr. Henry?

Speaker speaker_2: I'm calling to... Uh, they said I had 30 days to, to make any adjustments to my insurance that I, uh, that you guys supply to Surge. And, uh, I wanted to call and let you know that I did not need the insurance coverage.

Speaker speaker_1: Okay. Yeah, we can get that done for you then. Um, I'll just need to pull up your file in our system to make sure that you're opted out. What's the last four of your social?

Speaker speaker_2: Okay. 0811.

Speaker speaker_1: Thank you. And there we go. Mr. Henry, could you verify your address and date of birth for me?

Speaker speaker_2: Yep. 987 3rd Street, Logan, Ohio 43138. And my birthday is January 6th, 1991.

Speaker speaker_1: Okay. We've got a phone number on file for you. It's 438-3146.

Speaker speaker_2: 34143... Yep, that's it. That's the one I'm calling from.

Speaker speaker_1: All right. Um, yeah, it looks like you are still opted out of automatic enrollment. Uh, looks like you had called us maybe about two years ago and done that, uh, probably first time you worked with Surge. Still on file, I've got. So you're good to go.

Speaker speaker_2: Okay, buddy. I appreciate it. Thank you.

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

Speaker speaker_2: They must, they must, it... They must have some kind of automated message that, uh, set it up.

Speaker speaker_1: Yes. Yes, sir. That's... Yeah, that's exactly it. They se- they send it out to everyone, um, if it... Uh, I assume because there's been such a long gap between the last time you worked with Surge and now, the system may have recogni- may have thought that you were a brand-new hire with them instead of you coming back to them and you've opted out before. But, yeah, you're good to go.

Speaker speaker_2: Yeah. All right, brother. I appreciate it, man. Thank you.

Speaker speaker_1: No problem. Thanks for calling. Have a good one.

Speaker speaker_2: No prob. You too. Bye.

Speaker speaker_1: Bye now.