

## **Transcript: Chris Sofield**

**(deactivated)-6299624777662464-4936436316323840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit, uh, Card. This is Chris. How can I help you today? Um, yeah, I was, um, applying through Surge Staffing and they said I needed to call this number, um, because I declined the benefits package being offered for employment, so I don't know how to put that in. Okay. What, what's the last four of your Social? 0900. And your first and last name? Beth Willett. All right. So- W-I-L- ... I'll need... Um, I'll need to... Looks like I'll need to create a file on our system in order to- Mm-hmm. ... get you opted out of Surge's automatic enrollment. Mm. Um, to do so, I am gonna need to get a little bit more information from you starting with- Okay. ... I will need your full Social at this time. Okay. Um, so if I give you the Social... I mean, is this a secured line, or... Yes, ma'am. Or... Okay. And, okay. Um, okay. 280-70-0900. Thank you. Um, and that's- What is your current mailing address? 159 Hardyman Place Lane, Madison, Alabama 35756. Thank you. Your date of birth? January 31st '68. Thank you. And then finally, a good phone number for you. 815-474-2130. Thank you. I have your file created and you've been opted out of Surge's automatic enrollment. Was there anything else I could help you with? Uh, no, that's all. Thank you. All right. You're welcome. Mm-hmm. Thanks for calling and have a good day. Uh-huh. 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 Benefit, uh, Card. This is Chris. How can I help you today?

Speaker speaker\_2: Um, yeah, I was, um, applying through Surge Staffing and they said I needed to call this number, um, because I declined the benefits package being offered for employment, so I don't know how to put that in.

Speaker speaker\_1: Okay. What, what's the last four of your Social?

Speaker speaker\_2: 0900.

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

Speaker speaker\_2: Beth Willett.

Speaker speaker\_1: All right. So-

Speaker speaker\_2: W-I-L-

Speaker speaker\_1: ... I'll need... Um, I'll need to... Looks like I'll need to create a file on our system in order to-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... get you opted out of Surge's automatic enrollment.

Speaker speaker\_2: Mm.

Speaker speaker\_1: Um, to do so, I am gonna need to get a little bit more information from you starting with-

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: Okay. Um, so if I give you the Social... I mean, is this a secured line, or...

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Or... Okay. And, okay. Um, okay. 280-70-0900.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Um, and that's-

Speaker speaker\_1: What is your current mailing address?

Speaker speaker\_2: 159 Hardyman Place Lane, Madison, Alabama 35756.

Speaker speaker\_1: Thank you. Your date of birth?

Speaker speaker\_2: January 31st '68.

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

Speaker speaker\_2: 815-474-2130.

Speaker speaker\_1: Thank you. I have your file created and you've been opted out of Surge's automatic enrollment. Was there anything else I could help you with?

Speaker speaker\_2: Uh, no, that's all. Thank you.

Speaker speaker\_1: All right. You're welcome.

Speaker speaker\_2: Mm-hmm.

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

Speaker speaker\_2: Uh-huh. Bye-bye.

Speaker speaker\_1: Bye now.