

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? How you doing, Chris? I'm doing all right, sir. How about yourself? ... but it won't let me finish up with it so I complete the segment on the, on there. So I was wondering- Um. ... what I, what I- I'm sorry, I'm having a hard time hearing exactly what you're saying. It sounds very muffled. There's like just this segment on this application I was filling out, it won't let me complete it until something that won't let me, uh, keep going through it because of this, this part right here. Okay. So you're... are, are you talking about like something related to the insurance benefits offered by the staffing company, or- Yeah. Okay. What, what, what exactly is it asking for? Saying I'm, um, I'm saying I don't want it and it still won't let me, uh, go through with it. Ah. Okay. That, that sounds like something you may want to talk to the actual staffing company about. We're not responsible for how exactly their, uh, their application system works. Um, I mean if you, if you don't want insurance, like ob- unless it's... What staffing company is this for, sir? Surge. Surge. Okay. Um, it is p- so what we'll do then, I can create a file in our system to document that you are opting out of their automatic enrollment. Um, but other than that, the only thing that we, the only thing that I could suggest is to get in contact with Surge and ask them how to proceed with the application that after that, and let them know that you've already opted out. Um, but that is going to require I create the file to opt you out. What, uh... it's going to require a little bit of information from you, starting with I'll need your s- uh, your s- full social at this time. 457-314-684. Okay. All right. And you said your name was Oliver Austin, you said? Or the other way around? It's actually Oliver. Oliver. Okay. Okay, Mr. Oliver, um, what is your current mailing address? 3424 Weir Barter. I'm sorry, the, the... it's sounding very muffled again. I couldn't hear you, what was that? 3424 Weir Barter Drive, Dallas, Texas 75227. Okay. Your date of birth? 07/10/1973. And then a good phone number for you. 06977-5160. All right. Okay, I've got your file created. You're opted out of automatic enrollment, so you will not be enrolled into any insurance for them. Um, but yeah, you'll, uh, for if you're still having issues with moving forward with that application, you'll just need to speak with Surge about that and see what they can do to help you. All right. Thanks. No problem. Thanks for calling and have a good day.

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: How you doing, Chris?

Speaker speaker_1: I'm doing all right, sir. How about yourself?

Speaker speaker_2: ... but it won't let me finish up with it so I complete the segment on the, on there. So I was wondering-

Speaker speaker_1: Um.

Speaker speaker_2: ... what I, what I-

Speaker speaker_1: I'm sorry, I'm having a hard time hearing exactly what you're saying. It sounds very muffled.

Speaker speaker_2: There's like just this segment on this application I was filling out, it won't let me complete it until something that won't let me, uh, keep going through it because of this, this part right here.

Speaker speaker_1: Okay. So you're... are, are you talking about like something related to the insurance benefits offered by the staffing company, or-

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What, what, what exactly is it asking for?

Speaker speaker_2: Saying I'm, um, I'm saying I don't want it and it still won't let me, uh, go through with it.

Speaker speaker_1: Ah. Okay. That, that sounds like something you may want to talk to the actual staffing company about. We're not responsible for how exactly their, uh, their application system works. Um, I mean if you, if you don't want insurance, like ob- unless it's... What staffing company is this for, sir?

Speaker speaker_2: Surge.

Speaker speaker_1: Surge. Okay. Um, it is p- so what we'll do then, I can create a file in our system to document that you are opting out of their automatic enrollment. Um, but other than that, the only thing that we, the only thing that I could suggest is to get in contact with Surge and ask them how to proceed with the application that after that, and let them know that you've already opted out. Um, but that is going to require I create the file to opt you out. What, uh... it's going to require a little bit of information from you, starting with I'll need your s- uh, your s- full social at this time.

Speaker speaker_2: 457-314-684.

Speaker speaker_1: Okay. All right. And you said your name was Oliver Austin, you said? Or the other way around?

Speaker speaker_2: It's actually Oliver.

Speaker speaker_1: Oliver. Okay. Okay, Mr. Oliver, um, what is your current mailing address?

Speaker speaker_2: 3424 Weir Barter.

Speaker speaker_1: I'm sorry, the, the... it's sounding very muffled again. I couldn't hear you, what was that?

Speaker speaker_2: 3424 Weir Barter Drive, Dallas, Texas 75227.

Speaker speaker_1: Okay. Your date of birth?

Speaker speaker_2: 07/10/1973.

Speaker speaker_1: And then a good phone number for you.

Speaker speaker_2: 06977-5160.

Speaker speaker_1: All right. Okay, I've got your file created. You're opted out of automatic enrollment, so you will not be enrolled into any insurance for them. Um, but yeah, you'll, uh, for if you're still having issues with moving forward with that application, you'll just need to speak with Surge about that and see what they can do to help you.

Speaker speaker_2: All right. Thanks.

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