

Transcript: Chris Sofield (deactivated)-6588041714253824-6443016909012992

Full Transcript

But nevertheless, if you- Thank you for calling Prepaid Card Assistance. How can I help you today? Hi, um, I am enrolled with Surge. I do too. Okay, and how can I help you? Yeah, I was just calling to make sure that I wasn't actually enrolled in this. Really? I have some stuff for you. Okay. Could I just ask for your social? 6091. And your first and last name? Akasha Perry. Okay, Ms. Perry. Could you verify your address and date of birth, please? 336 Western Street, 12/13/2005. And the rest of the address, city, state and zip as well? The zip code? Yeah, could... Uh, I need the full address which includes city, state and zip code. 336 Western Street in Cyrus, Ohio 44820. Thank you. We have a phone number on file. It's 740-223-8462, is that correct? Yes. Okay. Uh, looks like you are already opted out of automatic enrollment. Looks like this is from a call some time, uh, in February of last year. Uh, your file is still set that way, so you're good to go. All right, thank you. I appreciate it. No problem. Thanks for calling. Have a good day. You too.

Conversation Format

Speaker speaker_0: But nevertheless, if you-

Speaker speaker_1: Thank you for calling Prepaid Card Assistance. How can I help you today?

Speaker speaker_2: Hi, um, I am enrolled with Surge.

Speaker speaker_0: I do too.

Speaker speaker_1: Okay, and how can I help you?

Speaker speaker_2: Yeah, I was just calling to make sure that I wasn't actually enrolled in this.

Speaker speaker_0: Really? I have some stuff for you.

Speaker speaker_1: Okay. Could I just ask for your social?

Speaker speaker_2: 6091.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Akasha Perry.

Speaker speaker_1: Okay, Ms. Perry. Could you verify your address and date of birth, please?

Speaker speaker_2: 336 Western Street, 12/13/2005.

Speaker speaker_1: And the rest of the address, city, state and zip as well?

Speaker speaker_0: The zip code?

Speaker speaker_1: Yeah, could... Uh, I need the full address which includes city, state and zip code.

Speaker speaker_2: 336 Western Street in Cyrus, Ohio 44820.

Speaker speaker_1: Thank you. We have a phone number on file. It's 740-223-8462, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, looks like you are already opted out of automatic enrollment. Looks like this is from a call some time, uh, in February of last year. Uh, your file is still set that way, so you're good to go.

Speaker speaker_2: All right, thank you. I appreciate it.

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

Speaker speaker_2: You too.