

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yes, how can I help you today? Yes, sir. I just have one quick question. Um, sir, I'm working for the Surge and I'm a new employee. And, um, you want me, you want me to tell you my name? Uh, well, what's your question first, ma'am? My question is, like, I got a, um, you know, message that, um, said, "Congratulations that you have been employed by the Surge." And they're telling me that something, like, for the insurance, I will be enrolled automatically for the 30 days. And, uh, so I asked them, the Surge, uh, the lady, and she told that, um, "What are the benefits? You need to, uh, call and talk to them." Because I already have the insurance from outside. I'm already have a market- marketplace insurance on the marketplace. Okay. So, yeah, yeah, we can, uh, we can opt you out of Surge's automatic enrollment. I just need a little bit of information from you. What's the last four of your social? Okay, but, okay, okay, okay, but, but, but, but the thing is, before you enroll me or opt me out, I just want to know what, uh, in the, in this insurance, uh, benefit, what are they, they are covering? The plan that they automatically enroll you into is a preventative care only medical plan for things like physicals, vaccines and cancer screenings, and that's about it. Oh, okay. Got you. So, um, okay, can I, can I call back for that? Yeah, so, uh- Because I thought it was a- If you- You, you, you said me that the only thing, uh, is their company, uh, they are covering is a physical, uh, like, you know, physical visits, cancer, you know, therapy and something like this. So the, the, so physicals, vaccines, cancer screenings and things like that- Okay, th- ... um, that plan that they automatically enroll you into. There are other plans- Oh, okay. ... available but the one that they automatically enroll you into, that's what that does. Oh, okay. Uh, you can go ahead and just cancel it if you don't mind it. Okay, so- You want my social? I, I need, I need some information from you, ma'am, starting with what's the last four of your social. 5214. And your first and last name? Shahren Dhanani, S-H-A-H-E-E-N D-H-A-N-A-N-I. Thank you. What is your current mailing address? 5945 Oakbrook, O-A-K-B-R-O-O-K, Parkway, Norcross, Georgia 30093. All right, thank you. Um, we have a, uh, then can you also verify your date of birth? Uh, 09/03/1983. Okay. We have a phone on file for you at 470-620-6134, is that correct? That's perfectly correct. Okay. All right, I've got you opted out of the automatic enrollment, you're good to go. Anything else? Okay. So, uh, you were saying that, um, this is an automatic, but you have other plans too, right? So when, am I, I'm not eligible for the other plan? No, no, so you're eligible for any insurance during the first 30 days after your first check. But the plan- Mm-hmm. ... that they automatically enroll you into is that preventative care plan. Oh, yeah. Okay, okey-dokey. I got you. All right. All right, anything else? Okay, thank you, bye-bye. That's it. All right, thanks again for calling and have a good day. Okay, bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Yes, how can I help you today?

Speaker speaker_2: Yes, sir. I just have one quick question. Um, sir, I'm working for the Surge and I'm a new employee. And, um, you want me, you want me to tell you my name?

Speaker speaker_1: Uh, well, what's your question first, ma'am?

Speaker speaker_2: My question is, like, I got a, um, you know, message that, um, said, "Congratulations that you have been employed by the Surge." And they're telling me that something, like, for the insurance, I will be enrolled automatically for the 30 days. And, uh, so I asked them, the Surge, uh, the lady, and she told that, um, "What are the benefits? You need to, uh, call and talk to them." Because I already have the insurance from outside. I'm already have a market- marketplace insurance on the marketplace.

Speaker speaker_1: Okay. So, yeah, yeah, we can, uh, we can opt you out of Surge's automatic enrollment. I just need a little bit of information from you. What's the last four of your social?

Speaker speaker_2: Okay, but, okay, okay, okay, but, but, but, but the thing is, before you enroll me or opt me out, I just want to know what, uh, in the, in this insurance, uh, benefit, what are they, they are covering?

Speaker speaker_1: The plan that they automatically enroll you into is a preventative care only medical plan for things like physicals, vaccines and cancer screenings, and that's about it.

Speaker speaker_2: Oh, okay. Got you. So, um, okay, can I, can I call back for that?

Speaker speaker_1: Yeah, so, uh-

Speaker speaker_2: Because I thought it was a-

Speaker speaker_1: If you-

Speaker speaker_2: You, you, you said me that the only thing, uh, is their company, uh, they are covering is a physical, uh, like, you know, physical visits, cancer, you know, therapy and something like this.

Speaker speaker_1: So the, the, so physicals, vaccines, cancer screenings and things like that-

Speaker speaker_2: Okay, th-

Speaker speaker_1: ... um, that plan that they automatically enroll you into. There are other plans-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... available but the one that they automatically enroll you into, that's what that does.

Speaker speaker_2: Oh, okay. Uh, you can go ahead and just cancel it if you don't mind it.

Speaker speaker_1: Okay, so-

Speaker speaker_2: You want my social?

Speaker speaker_1: I, I need, I need some information from you, ma'am, starting with what's the last four of your social.

Speaker speaker_2: 5214.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Shahren Dhanani, S-H-A-H-E-E-N D-H-A-N-A-N-I.

Speaker speaker_1: Thank you. What is your current mailing address?

Speaker speaker_2: 5945 Oakbrook, O-A-K-B-R-O-O-K, Parkway, Norcross, Georgia 30093.

Speaker speaker_1: All right, thank you. Um, we have a, uh, then can you also verify your date of birth?

Speaker speaker_2: Uh, 09/03/1983.

Speaker speaker_1: Okay. We have a phone on file for you at 470-620-6134, is that correct?

Speaker speaker_2: That's perfectly correct.

Speaker speaker_1: Okay. All right, I've got you opted out of the automatic enrollment, you're good to go. Anything else?

Speaker speaker_2: Okay. So, uh, you were saying that, um, this is an automatic, but you have other plans too, right? So when, am I, I'm not eligible for the other plan?

Speaker speaker_1: No, no, so you're eligible for any insurance during the first 30 days after your first check. But the plan-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that they automatically enroll you into is that preventative care plan.

Speaker speaker_2: Oh, yeah. Okay, okey-dokey. I got you.

Speaker speaker_1: All right. All right, anything else?

Speaker speaker_2: Okay, thank you, bye-bye. That's it.

Speaker speaker_1: All right, thanks again for calling and have a good day.

Speaker speaker_2: Okay, bye-bye.

Speaker speaker_1: Bye now.