

Transcript: Chris Sofield

(deactivated)-5977627568947200-4964261448695808

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. How you doing? My name is Frederick Hatcher. I'm a new employee with Surge and I'm calling to, uh, let you know that, um, I think a lady has started coming to give you a call, uh, pertaining to my medical benefits. I already have... I already had medical benefits through the marketplace. I got Anthem Blue Cross Blue Shield, which is covered- Okay. ... by the federal gov- federal government. So I don't need these benefits that, that y'all offering. I'm grateful y'all have them, but I don't need them. Okay. Um, yeah, I'll just need to, uh, make sure that we put it in our system that you do not want insurance benefits, which is going to require setting up your file that way. Um, let me see if we have any information from them just yet. What's the last four of your Social? 5812. I just started with them. Last week was my first week of work. Okay. So she said, "You got to call them or they're gonna start taking out your pay." I said, "Yeah, I don't need them. I got... I'm Anthem Blue Cross Blue Shield." All right. And, uh, what was the last name again, sir? Hatcher. H-A-T-C-H-E-R. First name is Frederick. Okay. Okay. Um, yeah, it looks like we'll need to create the file in our system in order to get you opted out of their automatic enrollment. Doesn't look like, uh, they've sent that over just yet, which would be... Yeah, you just started with them. Correct. It's going to require a little bit more information from you at this point. I am going to need to get your full Social at this time. Social is 1-1-9-7-4-8-5-8-1-2. Thank you. Your current mailing address? I'm at 11 Nuce Road, that's N-U-C-E, Nuce Road, um, Mount Vernon, Ohio. Uh, zip code is 43050. All right. Your date of birth? 7/4/60. And then finally, a good phone number. Uh, this one I'm talking to you from is 567-908-9624. All right. I've got your information into the system and you are opted out of automatic enrollment and good to go. Now, you might get a text message, an automated message advising to give us a call to opt out of the automatic enrollment once you start working properly, uh, start getting paid and everything. Right, right. Um, but since you've already called us, you can just disregard that text if you receive it. Okay. I appreciate it. I appreciate your customer service and you have a wonderful day. You as well, Mr. Hatcher. Thanks for calling. All right. Thank you very much. Bye now. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, Chris. How you doing? My name is Frederick Hatcher. I'm a new employee with Surge and I'm calling to, uh, let you know that, um, I think a lady has started

coming to give you a call, uh, pertaining to my medical benefits. I already have... I already had medical benefits through the marketplace. I got Anthem Blue Cross Blue Shield, which is covered-

Speaker speaker_0: Okay.

Speaker speaker_1: ... by the federal gov- federal government. So I don't need these benefits that, that y'all offering. I'm grateful y'all have them, but I don't need them.

Speaker speaker_0: Okay. Um, yeah, I'll just need to, uh, make sure that we put it in our system that you do not want insurance benefits, which is going to require setting up your file that way. Um, let me see if we have any information from them just yet. What's the last four of your Social?

Speaker speaker_1: 5812. I just started with them. Last week was my first week of work.

Speaker speaker_0: Okay.

Speaker speaker_1: So she said, "You got to call them or they're gonna start taking out your pay." I said, "Yeah, I don't need them. I got... I'm Anthem Blue Cross Blue Shield."

Speaker speaker_0: All right. And, uh, what was the last name again, sir?

Speaker speaker_1: Hatcher. H-A-T-C-H-E-R. First name is Frederick.

Speaker speaker_0: Okay. Okay. Um, yeah, it looks like we'll need to create the file in our system in order to get you opted out of their automatic enrollment. Doesn't look like, uh, they've sent that over just yet, which would be... Yeah, you just started with them.

Speaker speaker_1: Correct.

Speaker speaker_0: It's going to require a little bit more information from you at this point. I am going to need to get your full Social at this time.

Speaker speaker_1: Social is 1-1-9-7-4-8-5-8-1-2.

Speaker speaker_0: Thank you. Your current mailing address?

Speaker speaker_1: I'm at 11 Nuce Road, that's N-U-C-E, Nuce Road, um, Mount Vernon, Ohio. Uh, zip code is 43050.

Speaker speaker_0: All right. Your date of birth?

Speaker speaker_1: 7/4/60.

Speaker speaker_0: And then finally, a good phone number.

Speaker speaker_1: Uh, this one I'm talking to you from is 567-908-9624.

Speaker speaker_0: All right. I've got your information into the system and you are opted out of automatic enrollment and good to go. Now, you might get a text message, an automated message advising to give us a call to opt out of the automatic enrollment once you start working properly, uh, start getting paid and everything.

Speaker speaker_1: Right, right.

Speaker speaker_0: Um, but since you've already called us, you can just disregard that text if you receive it.

Speaker speaker_1: Okay. I appreciate it. I appreciate your customer service and you have a wonderful day.

Speaker speaker_0: You as well, Mr. Hatcher. Thanks for calling.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: Bye now.

Speaker speaker_1: Mm-hmm. Bye-bye. Bye-bye.