

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, hi, Miss Stephanie. Happy New Year to you. Okay. Happy New Year. Thank you. I was calling because I got a message from you all from Surge. Okay. Was it re- regarding the benefit? I, I believe so. I believe so. Oh, okay. ... I'm probably screwing this up. Yeah. It says, uh, "Congratulation on your job with Surge. You will be automatic enroll." Enroll in what? So, Surge auto-enrolls their members into a preventative plan called the MEC TeleRx. So that plan will cover, like, one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. And, um- Hmm. ... to have that plan, they do weekly deductions from your paycheck. So if you're not, like, interested- Oh. Oh, okay. Uh-uh. No. Uh-uh. Not right now. Okay. I just- All right. I haven't even... I'm going to start working again, but, no, I don't... I'm not even risking it right now. But I can always- Okay, so you are... I can- ... come back to it. Excuse me. So you, they only give you 30 days from the day that you receive your first check to be eligible to enroll into any of the benefits, that or when their company is within company open enrollment, which I believe for Surge is in the month of August. No. Okay. Well, anyway, I don't want to enroll in that right now. Okay. Would you like to decline it? Yes. Um, what are the last four of your social? 22298. And for security purposes, could you verify your full address as well as your date of births? Date of birth, 12256, uh, which is 1040 Queensberry Drive, Montgomery, Alabama 36116. Okay. Thank you. Mm-hmm. All right. And then, um, what was that date of birth again? 12256. Thank you. And then 334-782-3509 is your phone number? Yes. And then I have your first name period coco at gmail.com. Is that state? Right. Okay. Due to the fact that the call is being recorded, you stated that you wanted to be opt out from the auto enrollment. Mm-hmm. Okay. I went ahead and declined your coverage. Um, did you have any- Oh, okay. ... questions for me? No, just as long as y'all don't take no money out because I need all the money I can get. Okay. Yes, ma'am. Because I got insurance and stuff anyway, so... Okay. Yeah, I'm kind of set for life now. But I appreciate you calling me and letting me know though. You're welcome. I hope you have a great day. Happy New Year. You... Yeah, you as well. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, hi, Miss Stephanie. Happy New Year to you.

Speaker speaker_1: Okay. Happy New Year.

Speaker speaker_2: Thank you. I was calling because I got a message from you all from Surge.

Speaker speaker_1: Okay. Was it re- regarding the benefit?

Speaker speaker_2: I, I believe so. I believe so.

Speaker speaker_1: Oh, okay. ...

Speaker speaker_2: I'm probably screwing this up. Yeah. It says, uh, "Congratulation on your job with Surge. You will be automatic enroll." Enroll in what?

Speaker speaker_1: So, Surge auto-enrolls their members into a preventative plan called the MEC TeleRx. So that plan will cover, like, one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. And, um-

Speaker speaker_2: Hmm.

Speaker speaker_1: ... to have that plan, they do weekly deductions from your paycheck. So if you're not, like, interested-

Speaker speaker_2: Oh. Oh, okay.

Speaker speaker_1: Uh-uh. No. Uh-uh. Not right now.

Speaker speaker_2: Okay. I just-

Speaker speaker_1: All right.

Speaker speaker_2: I haven't even... I'm going to start working again, but, no, I don't... I'm not even risking it right now. But I can always-

Speaker speaker_1: Okay, so you are... I can-

Speaker speaker_2: ... come back to it.

Speaker speaker_3: Excuse me.

Speaker speaker_1: So you, they only give you 30 days from the day that you receive your first check to be eligible to enroll into any of the benefits, that or when their company is within company open enrollment, which I believe for Surge is in the month of August.

Speaker speaker_2: No. Okay. Well, anyway, I don't want to enroll in that right now.

Speaker speaker_1: Okay. Would you like to decline it?

Speaker speaker_2: Yes.

Speaker speaker_1: Um, what are the last four of your social?

Speaker speaker_2: 22298.

Speaker speaker_1: And for security purposes, could you verify your full address as well as your date of births?

Speaker speaker_2: Date of birth, 12256, uh, which is 1040 Queensberry Drive, Montgomery, Alabama 36116.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. And then, um, what was that date of birth again?

Speaker speaker_2: 12256.

Speaker speaker_1: Thank you. And then 334-782-3509 is your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your first name period coco at gmail.com. Is that state?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. Due to the fact that the call is being recorded, you stated that you wanted to be opt out from the auto enrollment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. I went ahead and declined your coverage. Um, did you have any-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... questions for me?

Speaker speaker_2: No, just as long as y'all don't take no money out because I need all the money I can get.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_2: Because I got insurance and stuff anyway, so...

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I'm kind of set for life now. But I appreciate you calling me and letting me know though.

Speaker speaker_1: You're welcome. I hope you have a great day. Happy New Year.

Speaker speaker_2: You... Yeah, you as well. Bye-bye.