

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. Benefits in a Card, is this a... I work for Surge. Is this a, uh, a, a debit card or an insurance card? No. So we're the healthcare administrators for Surge staffing. Ah, okay. So Surge offers their new hires healthcare benefits. If you do want to enroll, this is the number that you call and we'll enroll you or we'll opt you out of the auto enrollment, because they do auto-enroll their new hires into a preventative plan that covers, like, one physical visit, some vaccines, not all of them, some ST screenings, some cancer screening, not all of them. And it's only a preventative plan, so it's not going to cover any doctor visits, let's say, hospital visits, dentures- Yeah, I mean, I don't need. Okay. Yes, yes, yes. I have insurance. Um, and then I just need the last four of your Social. 3184. And your first and last name, please? Travis, Russell. For security purposes, could you verify the address on file, as well as the date of birth? 250 Timber Creek, uh, Marietta, um, 30600. Wait, 30060. And, um, 10681. Okay, thank you. And then I have 704-812-2556 as the phone number. Yep. That's correct. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment. Is that correct? That's right. Yes, ma'am. Okay. You've been opted out, so I went ahead and declined that auto enrollment. Um, did you have any other questions? No. Should I hit the stop button on the text so that it says, "Opt out"? You can. Okay. Um, you can. I went ahead and d- did your declination, but you can, just so that you don't get them notifications, 'cause, um, I believe you'll keep getting them. Okay. But, um, I think if you tap stop, it'll stop. All right. But I know you've been opted out now, so... Okay. Thank you very much. You're welcome. Have a nice day, sir. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. Benefits in a Card, is this a... I work for Surge. Is this a, uh, a, a debit card or an insurance card?

Speaker speaker_0: No. So we're the healthcare administrators for Surge staffing.

Speaker speaker_1: Ah, okay.

Speaker speaker_0: So Surge offers their new hires healthcare benefits. If you do want to enroll, this is the number that you call and we'll enroll you or we'll opt you out of the auto enrollment, because they do auto-enroll their new hires into a preventative plan that covers,

like, one physical visit, some vaccines, not all of them, some ST screenings, some cancer screening, not all of them. And it's only a preventative plan, so it's not going to cover any doctor visits, let's say, hospital visits, dentures-

Speaker speaker_1: Yeah, I mean, I don't need.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, yes, yes. I have insurance.

Speaker speaker_0: Um, and then I just need the last four of your Social.

Speaker speaker_1: 3184.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Travis, Russell.

Speaker speaker_0: For security purposes, could you verify the address on file, as well as the date of birth?

Speaker speaker_1: 250 Timber Creek, uh, Marietta, um, 30600. Wait, 30060. And, um, 10681.

Speaker speaker_0: Okay, thank you. And then I have 704-812-2556 as the phone number.

Speaker speaker_1: Yep. That's correct.

Speaker speaker_0: And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment. Is that correct?

Speaker speaker_1: That's right. Yes, ma'am.

Speaker speaker_0: Okay. You've been opted out, so I went ahead and declined that auto enrollment. Um, did you have any other questions?

Speaker speaker_1: No. Should I hit the stop button on the text so that it says, "Opt out"?

Speaker speaker_0: You can.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, you can. I went ahead and d- did your declination, but you can, just so that you don't get them notifications, 'cause, um, I believe you'll keep getting them.

Speaker speaker_1: Okay.

Speaker speaker_0: But, um, I think if you tap stop, it'll stop.

Speaker speaker_1: All right.

Speaker speaker_0: But I know you've been opted out now, so...

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: You're welcome. Have a nice day, sir.

Speaker speaker_1: You too.