

## **Transcript: Franchesca**

**Baez-4693520762191872-4621505166491648**

### **Full Transcript**

Hello. Yes, sir. How can I help you? I'm a ma'am and I was calling to, I work with Surge and I was calling to opt out of some insurance something or other. What are the last four of your social, ma'am? Excuse me? Yes, ma'am. What are the last four digits of your Social Security Government Issue number? 2914. And the last name, please? Ivory. All right. And for the purpose of verification, can you please verify your address and the date of birth? 5857, uh, Highway 20... Oh, yeah. I'm sorry. US Highway 29. Wait. I'm sorry. I just moved here. Okay. 5857 US Highway North, 29 North Opelika, Alabama 36804. And what else? It will be the date of birth. 07/13/73. Or you might have two. Is that, was that the address you have? Or maybe- I was gonna say that we have a different one. Maybe it was that old address? 200 Leroy 686 Opelika, Alabama 36804. Yes, ma'am. Did you need me to update or leave it as it is? You can leave it as it is. All right. And then currently there is no contact information. Do you want me to add the phone number you called on today? Yes, ma'am. And that is showing as 706-572-5635. Does that sound correct? That's correct. And lastly, I have your email as your first and last name number one at gmail.com? Yes, ma'am. All right. For the purpose of the line being recorded, you stated today you would like to be opted out of the coverage with Surge and the auto enrollment, correct? Yes, ma'am, because I already have it. All right. You are all set. Um, the only thing then will be you still have next week, the 17th of May, on your personal enrollment period. So there's a possibility their automated system might send you a text or email saying you're going to be auto enrolled. But you can ignore it. It just doesn't have a way to filter who already opted out from the contact list. All right. But this has nothing to do with me already being, having insurance through the marketplace, right? That is correct. So from now on, moving forward, even in a couple of years, you will not be enrolled into anything by Surge unless you request it. Okay. Thank you. Of course. Was there anything else we can assist you with today? No, ma'am. Have a great day and thank you for calling Benefits and Oh Card today. You too.

### **Conversation Format**

Speaker speaker\_0: Hello. Yes, sir. How can I help you?

Speaker speaker\_1: I'm a ma'am and I was calling to, I work with Surge and I was calling to opt out of some insurance something or other.

Speaker speaker\_0: What are the last four of your social, ma'am?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Yes, ma'am. What are the last four digits of your Social Security Government Issue number?

Speaker speaker\_1: 2914.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Ivory.

Speaker speaker\_0: All right. And for the purpose of verification, can you please verify your address and the date of birth?

Speaker speaker\_1: 5857, uh, Highway 20... Oh, yeah. I'm sorry. US Highway 29. Wait. I'm sorry. I just moved here.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 5857 US Highway North, 29 North Opelika, Alabama 36804. And what else?

Speaker speaker\_0: It will be the date of birth.

Speaker speaker\_1: 07/13/'73. Or you might have two. Is that, was that the address you have? Or maybe-

Speaker speaker\_0: I was gonna say that we have a different one. Maybe it was that old address?

Speaker speaker\_1: 200 Leroy 686 Opelika, Alabama 36804.

Speaker speaker\_0: Yes, ma'am. Did you need me to update or leave it as it is?

Speaker speaker\_1: You can leave it as it is.

Speaker speaker\_0: All right. And then currently there is no contact information. Do you want me to add the phone number you called on today?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And that is showing as 706-572-5635. Does that sound correct?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And lastly, I have your email as your first and last name number one at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. For the purpose of the line being recorded, you stated today you would like to be opted out of the coverage with Surge and the auto enrollment, correct?

Speaker speaker\_1: Yes, ma'am, because I already have it.

Speaker speaker\_0: All right. You are all set. Um, the only thing then will be you still have next week, the 17th of May, on your personal enrollment period. So there's a possibility their automated system might send you a text or email saying you're going to be auto enrolled. But you can ignore it. It just doesn't have a way to filter who already opted out from the contact list.

Speaker speaker\_1: All right. But this has nothing to do with me already being, having insurance through the marketplace, right?

Speaker speaker\_0: That is correct. So from now on, moving forward, even in a couple of years, you will not be enrolled into anything by Surge unless you request it.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. Was there anything else we can assist you with today?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Have a great day and thank you for calling Benefits and Oh Card today.

Speaker speaker\_1: You too.