

Transcript: Franchesca

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Full Transcript

I'm calling because I work for Surge but I just received a message saying that I will be automatically enrolled in BIC and I don't want to be enrolled. Okay. So you won't be auto-enrolled in BIC. BIC is the company you called, you'll be auto-enrolled into insurance with them. What are the last four of your Social to decline? I'm sorry, say that again? Yes, ma'am. You're not going to be enrolled into BIC. BIC is the company that you just called. Can I have the last four of your Social to look at your account to decline coverage, please? No, I don't want to be enrolled in it. That's what I'm saying. Yes, my love, and declining is stopping it from happening so I'm not declining so they do not enroll you. Can I have the last four of your Social so that I can help you? 5893. And what is the last name? Miller. Please verify your mailing address and your date of birth to make sure I'm in the right account. 541 Wood Street, Apartment 2, Atlanta, Georgia 30312. And what else? My address is... And your date of birth? 11/03/91. I have that phone number 404-642-8576. Correct. I have your email down as your last name. Your first name at yahoo.com. Correct. So you're actually a rehire. You already had coverage with them back in 2023 so auto-enrollment doesn't take effect with you anymore. Their system just does not have a way to filter who will be in fact auto-enrolled and who will not. But you will not be. The only way you can have coverage for Surge is if you specifically call in and ask for it, okay? Okay. Was there anything else we can assist you with today? No. Have a great day. You too.

Conversation Format

Speaker speaker_0: I'm calling because I work for Surge but I just received a message saying that I will be automatically enrolled in BIC and I don't want to be enrolled.

Speaker speaker_1: Okay. So you won't be auto-enrolled in BIC. BIC is the company you called, you'll be auto-enrolled into insurance with them. What are the last four of your Social to decline?

Speaker speaker_0: I'm sorry, say that again?

Speaker speaker_1: Yes, ma'am. You're not going to be enrolled into BIC. BIC is the company that you just called. Can I have the last four of your Social to look at your account to decline coverage, please?

Speaker speaker_0: No, I don't want to be enrolled in it. That's what I'm saying.

Speaker speaker_1: Yes, my love, and declining is stopping it from happening so I'm not declining so they do not enroll you. Can I have the last four of your Social so that I can help you?

Speaker speaker_0: 5893.

Speaker speaker_1: And what is the last name?

Speaker speaker_0: Miller.

Speaker speaker_1: Please verify your mailing address and your date of birth to make sure I'm in the right account.

Speaker speaker_0: 541 Wood Street, Apartment 2, Atlanta, Georgia 30312. And what else? My address is...

Speaker speaker_1: And your date of birth?

Speaker speaker_0: 11/03/91.

Speaker speaker_1: I have that phone number 404-642-8576.

Speaker speaker_0: Correct.

Speaker speaker_1: I have your email down as your last name. Your first name at yahoo.com.

Speaker speaker_0: Correct.

Speaker speaker_1: So you're actually a rehire. You already had coverage with them back in 2023 so auto-enrollment doesn't take effect with you anymore. Their system just does not have a way to filter who will be in fact auto-enrolled and who will not. But you will not be. The only way you can have coverage for Surge is if you specifically call in and ask for it, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Was there anything else we can assist you with today?

Speaker speaker_0: No.

Speaker speaker_1: Have a great day.

Speaker speaker_0: You too.