

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits 10 o'clock. May I ask you your insurance policy today? Hello. Sorry. I didn't hear you. How can I help you? Uh, I, uh, was calling to, uh, cancel my, my be-my health benefits. What staffing company do you work with? Uh, Surge. What are the last four of your Social and the last name? 3151. My last name is Harris. Please verify your mailing address and date of birth to make sure I have the right account in front of me. It's 295 Burman Avenue. Uh, uh, uh, what was the other question? We have a different address on file. And the other thing was your date of birth, please. Uh, no, it should be 295 Burman, uh, date of birth is January 11th, 1981. Okay. I understand sir but the address that you provided Surge on your application was different. Uh. If you do not know or remember, I will need your full Social then to make sure that I'm declining or canceling something on the correct file. Otherwise, I can't- It's, uh- ... process anything on it. Yeah. It should have been... I got, I just got it. 295 Burman Avenue, Troutwood, Ohio. Is that the correct address on there? Once again for the third time, no sir. Maybe it's an old address, but it is definitely not the one that you're stating. Okay. 293 is my Social, 783151. The address on file is 5456 Joshua Trail, Dayton, Ohio. Yeah. All right. I ... my mom did. Did you need me to update it? No, that's fine. You can leave it like that. Okay. And Surge has not enrolled you into any coverage at the moment. What I'm going to do is process a declination and opt you out of auto-enrollment, okay? I'm sorry. Say that again? Yes, sir. Surge has not processed any enrollment for you yet, so they haven't enrolled you into the coverage. What I'm going to do instead is decline the benefits and opt you out of auto-enrollment so that you're not enrolled. Okay. Thank you. Of course. So the verbal disclosure will just be different. Today you stated you would like to decline any benefits with Surge Staffing due to you not wanting to be enrolled, correct? Correct. Okay. So you are all set. Um, I do have to say, due to the fact that your personal enrollment period started yesterday, their system is going to be sending you over text messages, calls, or emails telling you that you're going to be auto-enrolled and to call to decline. You can simply ignore them. The system just doesn't have a way to filter who either canceled already or already declined auto-enrollment. So it just sends it to the full contact list as provided. Okay. That sounds good. All right. You're all set. I do hope you have a wonderful rest of your day, and thank you for your time today. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. May I ask you your insurance policy today?

Speaker speaker_1: Hello. Sorry. I didn't hear you.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, I, uh, was calling to, uh, cancel my, my be- my health benefits.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What are the last four of your Social and the last name?

Speaker speaker_1: 3151. My last name is Harris.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: It's 295 Burman Avenue. Uh, uh, uh, what was the other question?

Speaker speaker_0: We have a different address on file. And the other thing was your date of birth, please.

Speaker speaker_1: Uh, no, it should be 295 Burman, uh, date of birth is January 11th, 1981.

Speaker speaker_0: Okay. I understand sir but the address that you provided Surge on your application was different.

Speaker speaker_1: Uh.

Speaker speaker_0: If you do not know or remember, I will need your full Social then to make sure that I'm declining or canceling something on the correct file. Otherwise, I can't-

Speaker speaker_1: It's, uh-

Speaker speaker_0: ... process anything on it.

Speaker speaker_1: Yeah. It should have been... I got, I just got it. 295 Burman Avenue, Troutwood, Ohio. Is that the correct address on there?

Speaker speaker_0: Once again for the third time, no sir. Maybe it's an old address, but it is definitely not the one that you're stating.

Speaker speaker_1: Okay. 293 is my Social, 783151.

Speaker speaker_0: The address on file is 5456 Joshua Trail, Dayton, Ohio.

Speaker speaker_1: Yeah. All right. I

Speaker speaker_2: ... my mom did.

Speaker speaker_0: Did you need me to update it?

Speaker speaker_2: No, that's fine. You can leave it like that.

Speaker speaker_0: Okay. And Surge has not enrolled you into any coverage at the moment. What I'm going to do is process a declination and opt you out of auto-enrollment, okay?

Speaker speaker_2: I'm sorry. Say that again?

Speaker speaker_0: Yes, sir. Surge has not processed any enrollment for you yet, so they haven't enrolled you into the coverage. What I'm going to do instead is decline the benefits and opt you out of auto-enrollment so that you're not enrolled.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Of course. So the verbal disclosure will just be different. Today you stated you would like to decline any benefits with Surge Staffing due to you not wanting to be enrolled, correct?

Speaker speaker_2: Correct.

Speaker speaker_0: Okay. So you are all set. Um, I do have to say, due to the fact that your personal enrollment period started yesterday, their system is going to be sending you over text messages, calls, or emails telling you that you're going to be auto-enrolled and to call to decline. You can simply ignore them. The system just doesn't have a way to filter who either canceled already or already declined auto-enrollment. So it just sends it to the full contact list as provided.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_0: All right. You're all set. I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Thank you.