

Transcript: Franchesca

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Full Transcript

Hello? Hi, uh, my name is Ashley Forbes. It says... I got a text that said I was auto enrolled in MEC Silhouette and I want to, um, not be enrolled in that. Okay. What's happening company do you work with and what are the last four of your Social, Miss Forbes? I work with Surge. Hello? Yes, ma'am. Yes, I work with Surge. Okay. What is the last four of the Social, ma'am? 3174. To make sure I'm on the right account, can you verify your mailing address and date of birth, please? My mailing address is 2515 Northeast Expressway, uh, Apartment K14, Atlanta, Georgia 30345 and my date of birth is June 24th, 1989. All right. We have that contact same as when you called in at 404-395-8701? Yes. With the email of last name, first name, 506 at gmail.com? Yes. All right. So the last thing we needed is the verbal disclosure that today you would like to decline auto enrollment with Surge as well as their coverage, correct? Yes, sir. Yes, ma'am. All right. You are all set. Um, you do have two to three more weeks on your personal enrollment period so the system will automatically still send you those text messages. You can ignore them. The only way that you can have insurance with Surge now is if you call in and ask for it or fill out a form. Okay. Was there anything else we can assist you with aside from this? No, that's it. Thank you. My pleasure. Have a great day and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Hi, uh, my name is Ashley Forbes. It says... I got a text that said I was auto enrolled in MEC Silhouette and I want to, um, not be enrolled in that.

Speaker speaker_0: Okay. What's happening company do you work with and what are the last four of your Social, Miss Forbes?

Speaker speaker_1: I work with Surge. Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yes, I work with Surge.

Speaker speaker_0: Okay. What is the last four of the Social, ma'am?

Speaker speaker_1: 3174.

Speaker speaker_0: To make sure I'm on the right account, can you verify your mailing address and date of birth, please?

Speaker speaker_1: My mailing address is 2515 Northeast Expressway, uh, Apartment K14, Atlanta, Georgia 30345 and my date of birth is June 24th, 1989.

Speaker speaker_0: All right. We have that contact same as when you called in at 404-395-8701?

Speaker speaker_1: Yes.

Speaker speaker_0: With the email of last name, first name, 506 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So the last thing we needed is the verbal disclosure that today you would like to decline auto enrollment with Surge as well as their coverage, correct?

Speaker speaker_1: Yes, sir. Yes, ma'am.

Speaker speaker_0: All right. You are all set. Um, you do have two to three more weeks on your personal enrollment period so the system will automatically still send you those text messages. You can ignore them. The only way that you can have insurance with Surge now is if you call in and ask for it or fill out a form.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else we can assist you with aside from this?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: My pleasure. Have a great day and thank you for your time today.

Speaker speaker_1: You too.