

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Yes, hello. This is Zachary Stiltner. I was just wondering 'cause I got a text message from you guys saying, um, um, "Congrats on your job with Surge. You'll be auto enrolled in MekelyRx within 30 days." Yes. Hello? Yes, sir. Can you hear me? Yes, sir. I can hear you. Did you hear what I said? Yes, sir, and after you finished I said, "Yes." Oh. What did you say? What did you say? What'd you say, ma'am? Yes, sir. I responded back to it saying, "Yes." You stated you were wondering in regards to a text message. You read it out loud to me and then I said, "Yes," to it. Well, I w- I'm, I'm asking a question of what it is. Maybe we don't Sure, sir. There is a message advising in regards to your company policy with Surge where they auto enroll the new hires into a medical preventative care plan. You can either opt out of it or choose to enroll into a different medical plan that they offer. Oh. And our information is there since we're their account administrators for the health insurance they offer their employees. Yeah, do you enroll through all their insurance there? I don't think- Because if you do- I don't think so. So you didn't enroll through it. You don't want to do it. I've never enrolled doing that and I don't want to do that. You don't want- Sure thing, sir. We can process a declination for you. What are the last four of your Social? 1168. Because you don't want healthcare and shit for new things, so. That's . And the last name, please? Stiltner. For security purposes, please verify your mailing address and date of birth. Oh. 26320 East Fork Road. We actually have a different address on file. Okay. Is this- Could be an old address maybe.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, hello. This is Zachary Stiltner. I was just wondering 'cause I got a text message from you guys saying, um, um, "Congrats on your job with Surge. You'll be auto enrolled in MekelyRx within 30 days."

Speaker speaker_1: Yes.

Speaker speaker_2: Hello?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Can you hear me?

Speaker speaker_1: Yes, sir. I can hear you.

Speaker speaker_2: Did you hear what I said?

Speaker speaker_1: Yes, sir, and after you finished I said, "Yes."

Speaker speaker_2: Oh.

Speaker speaker_3: What did you say? What did you say?

Speaker speaker_2: What'd you say, ma'am?

Speaker speaker_1: Yes, sir. I responded back to it saying, "Yes." You stated you were wondering in regards to a text message. You read it out loud to me and then I said, "Yes," to it.

Speaker speaker_2: Well, I w- I'm, I'm asking a question of what it is.

Speaker speaker_3: Maybe we don't

Speaker speaker_4: Sure, sir. There is a message advising in regards to your company policy with Surge where they auto enroll the new hires into a medical preventative care plan. You can either opt out of it or choose to enroll into a different medical plan that they offer.

Speaker speaker_2: Oh.

Speaker speaker_4: And our information is there since we're their account administrators for the health insurance they offer their employees.

Speaker speaker_3: Yeah, do you enroll through all their insurance there?

Speaker speaker_2: I don't think-

Speaker speaker_3: Because if you do-

Speaker speaker_2: I don't think so.

Speaker speaker_3: So you didn't enroll through it. You don't want to do it.

Speaker speaker_2: I've never enrolled doing that and I don't want to do that.

Speaker speaker_3: You don't want-

Speaker speaker_4: Sure thing, sir. We can process a declination for you. What are the last four of your Social?

Speaker speaker_2: 1168.

Speaker speaker_3: Because you don't want healthcare and shit for new things, so. That's .

Speaker speaker_4: And the last name, please?

Speaker speaker_2: Stiltner.

Speaker speaker_4: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: Oh. 26320 East Fork Road.

Speaker speaker_4: We actually have a different address on file.

Speaker speaker_3: Okay. Is this-

Speaker speaker_4: Could be an old address maybe.