

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits Dental Care. My name is Francesca. How can I assist you today? Uh, yes, um, I'm an employee through Surge Temp Service and I didn't apply for insurance, so I'm trying to opt out of it. What is the social? 7928. And the last name? Alexander. And what's the first name? Jonah. J-O-N-A-H. Please verify your mailing address and date of birth to make sure we have the right account in front of us. 080 Davis Mill Way, Dallas, Georgia 30157 and date of birth of 6/20/2000. Do you have that contact number, same as the one you called on, 470-680-8409, with the email of your first name, letter A, 2021 at gmail.com? Yes. And for the purpose of our line being recorded, you stated today you would like to decline auto enrollment as well as the coverage with Surge, correct? The, the insurance, I want to opt out of that. Yes, sir, that's what I just said. Declining auto enrollment and the coverage with Surge, correct? Yes. It has been processed. Was there anything else we can assist you with today? No, that's all. All right. Please keep in mind there's the possibility of our system sending you automated emails, phone calls or text messages saying that you are going to be auto enrolled. You can simply ignore them. The system itself doesn't have a way to filter from the contact list who has already declined or canceled. Okay. All right. Hope you have a wonderful rest of your day and thank you for giving Healthy Call today. Thanks, you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Dental Care. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, um, I'm an employee through Surge Temp Service and I didn't apply for insurance, so I'm trying to opt out of it.

Speaker speaker_0: What is the social?

Speaker speaker_1: 7928.

Speaker speaker_0: And the last name?

Speaker speaker_1: Alexander.

Speaker speaker_0: And what's the first name?

Speaker speaker_1: Jonah. J-O-N-A-H.

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

Speaker speaker_1: 080 Davis Mill Way, Dallas, Georgia 30157 and date of birth of 6/20/2000.

Speaker speaker_0: Do you have that contact number, same as the one you called on, 470-680-8409, with the email of your first name, letter A, 2021 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And for the purpose of our line being recorded, you stated today you would like to decline auto enrollment as well as the coverage with Surge, correct?

Speaker speaker_1: The, the insurance, I want to opt out of that.

Speaker speaker_0: Yes, sir, that's what I just said. Declining auto enrollment and the coverage with Surge, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: It has been processed. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All right. Please keep in mind there's the possibility of our system sending you automated emails, phone calls or text messages saying that you are going to be auto enrolled. You can simply ignore them. The system itself doesn't have a way to filter from the contact list who has already declined or canceled.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Hope you have a wonderful rest of your day and thank you for giving Healthy Call today.

Speaker speaker_1: Thanks, you too.

Speaker speaker_0: Thank you. Bye-bye.