

Transcript: Justin

Mills-6571431866875904-6686288888938496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How could I help you today? Hi. I recently got a text message saying I was auto-enrolled, uh, prescription. Uh, do you mind reading out that text message for me, please? Yeah, one second. Uh, let's see. Speaker... It says, "Congrats on your job with Surge. You'll be auto-enrolled in MEP tele-prescription in 30 days." Okay, so the text message you received was just congratulating you on your job with Surge Staffing and letting you know that you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance. Yes, I would like to opt out of it. Okay, so Surge Staffing, what's the last four words of your Social? 9743. And your first and last name? Jack Morehouse. And for security purposes, can you verify the home address, including city, state, and ZIP Code, Jack? Uh, 4765 State Route 229, Marengo, Ohio. ZIP Code? Uh, 43334. And confirm your date of birth? July 18th, 1991. And a good telephone number have as 419-948-9887? Yeah. And the email have as morehouse007@gmail? Yep. Okay, so I'll go ahead and opt you out. And is there anything else I could help you out with today? That's it. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How could I help you today?

Speaker speaker_2: Hi. I recently got a text message saying I was auto-enrolled, uh, prescription.

Speaker speaker_1: Uh, do you mind reading out that text message for me, please?

Speaker speaker_2: Yeah, one second. Uh, let's see. Speaker... It says, "Congrats on your job with Surge. You'll be auto-enrolled in MEP tele-prescription in 30 days."

Speaker speaker_1: Okay, so the text message you received was just congratulating you on your job with Surge Staffing and letting you know that you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker_2: Yes, I would like to opt out of it.

Speaker speaker_1: Okay, so Surge Staffing, what's the last four words of your Social?

Speaker speaker_2: 9743.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jack Morehouse.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state, and ZIP Code, Jack?

Speaker speaker_2: Uh, 4765 State Route 229, Marengo, Ohio.

Speaker speaker_1: ZIP Code?

Speaker speaker_2: Uh, 43334.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: July 18th, 1991.

Speaker speaker_1: And a good telephone number have as 419-948-9887?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email have as morehouse007@gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so I'll go ahead and opt you out. And is there anything else I could help you out with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.