

## **Transcript: Pamela**

**Blanc-5840255515541504-5601668807180288**

### **Full Transcript**

Thank you for calling back. Hello? Yeah, um, um, I'm calling about my healthcare stuff that I got a email from yesterday. Who you working for, sir? From... Uh, I work for Surge right now. What the fuck? You good, baby. Huh? The last three digits of your social? 7247. What happened? Ah! Ah! Ah! Ah! First and last name? Jasmine Mitchell. Yeah. And they have to go to jail. What the fuck is going on? Mr. Mitchell, for security purposes and just to make sure we are in the correct file, I need to- Huh? ... verify your complete address and date of birth. 9/20/81. That's very good. That isn't right. And the address is- Hello? Huh? I need to verify- Hello. Can you hear me? Yeah, I can. Okay. Can you please verify your complete address for me please? 6425 Holgate Drive. What? Uh-huh. I need the complete address just to make sure I have it correct on my answer. Holgate Drive, Fort Wayne, Indiana 46816. Thank you for the information. We have a telephone number on file, 260-445-1528. No, no, no. And your email is your first name 99icloud. No, no, no. No, no, no. All right. And what was the email about, sir? What was that what? You say you received a, a email? About healthcare. Okay. So, I see here that you've been auto enrolled, but your benefits are not active. Okay. So this call don't mean nothing? N- no, not if, um, if you're not... Are you currently working? 'Cause we haven't received any- Okay. Okay, that's what I was just asking. Go ahead. 'Cause it said something about... I, I thought I read this. I just called the number and it said, it said something about a plan Medicaid card plan, planning A for Surge- We need to go. ... benefits, guides. What, what I need to do? Search, search auto enroll you. Huh? Search auto enroll you in the health benefits. But if you're not actively working- Okay, ma'am. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling back.

Speaker speaker\_1: Hello? Yeah, um, um, I'm calling about my healthcare stuff that I got a email from yesterday.

Speaker speaker\_0: Who you working for, sir?

Speaker speaker\_1: From... Uh, I work for Surge right now.

Speaker speaker\_2: What the fuck?

Speaker speaker\_1: You good, baby. Huh?

Speaker speaker\_0: The last three digits of your social?

Speaker speaker\_1: 7247.

Speaker speaker\_2: What happened? Ah! Ah! Ah! Ah!

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Jasmine Mitchell. Yeah.

Speaker speaker\_2: And they have to go to jail. What the fuck is going on?

Speaker speaker\_0: Mr. Mitchell, for security purposes and just to make sure we are in the correct file, I need to-

Speaker speaker\_1: Huh?

Speaker speaker\_0: ... verify your complete address and date of birth.

Speaker speaker\_1: 9/20/81. That's very good.

Speaker speaker\_2: That isn't right.

Speaker speaker\_0: And the address is-

Speaker speaker\_1: Hello?

Speaker speaker\_0: Huh? I need to verify-

Speaker speaker\_1: Hello.

Speaker speaker\_0: Can you hear me?

Speaker speaker\_1: Yeah, I can.

Speaker speaker\_0: Okay. Can you please verify your complete address for me please?

Speaker speaker\_1: 6425 Holgate Drive.

Speaker speaker\_2: What? Uh-huh.

Speaker speaker\_0: I need the complete address just to make sure I have it correct on my answer.

Speaker speaker\_1: Holgate Drive, Fort Wayne, Indiana 46816.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 260-445-1528.

Speaker speaker\_2: No, no, no.

Speaker speaker\_0: And your email is your first name 99icloud.

Speaker speaker\_2: No, no, no. No, no, no.

Speaker speaker\_0: All right. And what was the email about, sir?

Speaker speaker\_1: What was that what?

Speaker speaker\_0: You say you received a, a email?

Speaker speaker\_1: About healthcare.

Speaker speaker\_0: Okay. So, I see here that you've been auto enrolled, but your benefits are not active.

Speaker speaker\_1: Okay. So this call don't mean nothing?

Speaker speaker\_0: N- no, not if, um, if you're not... Are you currently working? 'Cause we haven't received any-

Speaker speaker\_1: Okay. Okay, that's what I was just asking.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: 'Cause it said something about... I, I thought I read this. I just called the number and it said, it said something about a plan Medicaid card plan, planning A for Surge-

Speaker speaker\_2: We need to go.

Speaker speaker\_1: ... benefits, guides. What, what I need to do?

Speaker speaker\_0: Search, search auto enroll you.

Speaker speaker\_1: Huh?

Speaker speaker\_0: Search auto enroll you in the health benefits. But if you're not actively working-

Speaker speaker\_1: Okay, ma'am. Thank you.