

Transcript: Sara

Marulanda-5605420687114240-5205169639735296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you- Yes, go ahead. ... for calling Benefits in a Cart. My name is Sarah. May I have your name please? Uh, my name is Patrick Seal. Hello, Mr. Seal. Um- How may I help you? Yeah. I got a message on my phone about this, um, Mectil RX. What is that, uh, concerning? Okay. The preventive care plan, um, like but it's preventative only. That one does not cover visit-visitations or like a emergency room or hospital indemnity. That one is just for prevention- Oh. ... like vaccines. Yeah, do I have to- ... physical exam, physical examination. Do I have to take that? No, you don't have to. What company are you working with? Surge. I'm sorry, could you repeat that for me? It's breaking up, sir. Surge. S-U-R-G-E. Oh, Surge is... Surge is stopping. Okay. You don't have to enroll but you need to decline because either way they're going to auto-enroll you in 30 days. So if you don't want any auto-enrollment- Okay, how do I get- ... if you don't want to have that coverage through me, uh, may I have the last four of your Social to locate you on the system? One sec. Sure. 528... No, 5186. I'm sorry. It's okay. Mr. Patrick Seal, and just for security purposes can you please verify your address and date of birth? It's 7078 Griffinsburg Road, Boston, Virginia 2713. Uh, Seal... 12604. Okay, and is your email patrickseal277@gmail.com? Yes. And is your phone number 522-5149? Yes. And you want to decline? Yes. I've already got insurance, I don't really need... I don't need something like this. Okay. I understand you. So I already declined your enrollment. You're not going to see any deductions from our end for healthcare coverage. You may receive the same message like two or three more times. Those are just courtesy reminders, but you don't have to give us a call again. If you don't mind me asking, how much was the charge per week for, for the insurance? For this plan? Yes. Okay, this plan will be \$16.80. Okay. Yeah, yeah, I'm, I'm not interested in it. All righty, sir. Perfect, so I already declined it. Okay, thank you. You're more than welcome. Is there anything else that I can help you with? No. Have a great day and thank you for calling Benefits in a Cart.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you- Yes, go ahead. ... for calling Benefits in a Cart. My name is Sarah. May I have your name please? Uh, my name is Patrick Seal. Hello, Mr. Seal. Um- How may I help you? Yeah. I got a message on my phone about this, um, Mectil RX. What is that, uh, concerning? Okay. The preventive care plan, um, like but it's preventative only. That one does not cover visit-visitations or like a emergency room or hospital indemnity. That one is just for prevention- Oh. ... like vaccines. Yeah, do I have to- ... physical exam, physical examination. Do I have to

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