

## **Transcript: Sara**

**Marulanda-6556545478475776-6697900435488768**

### **Full Transcript**

Thank you for calling Benefit Clinic. I'm sorry? You have a 19-- Hello? Hello? Can you hear me? Yes, thank you for con- Yeah, now I can hear. Thank you for calling Benefit Clinic, and who am I speaking with? This is Jamie Hill. Okay. I have received- Okay. Sorry. I have received a text message to call y'all within 30 days before it enrolls me into whatever that says. Um, I had a job with Surge. Uh, would you like to be enrolled or not? Do what? I'm sorry, do what? I'm sorry, can- can you repeat that for me? It- it- it is breaking up. Uh... Yeah. I have a- I was asking you if- if . I was asking you if you want to- I had a job with Surge. Yes, I don't want to enroll in anything. You don't want to. Okay, let me find you on the system, then we can go ahead with the declination. Okay. May I have please the last four digits of your Social Security number? 1771. Thank you very much, uh, Jamie Hill. And just for security purposes, can you please verify your address and date of birth? 72502, 198 County Road 882, Crossville. Email jamiehill877@gmail.com? Yes. And phone number 256-298-4763? Yes. Okay, give me one minute please. Okay, I already declined your enrollment. They're not going to put you on any insurance, and you won't see any deductions for healthcare coverage, not through us. All right, thank you. You're more than welcome. And if there is anything else that I can help you with? No, that's all. All right then, so thank you for calling Benefit Clinic. Wish you too have a wonderful day. You too.

### **Conversation Format**

Speaker None: Thank you for calling Benefit Clinic. I'm sorry? You have a 19-- Hello? Hello? Can you hear me? Yes, thank you for con- Yeah, now I can hear. Thank you for calling Benefit Clinic, and who am I speaking with? This is Jamie Hill. Okay. I have received- Okay. Sorry. I have received a text message to call y'all within 30 days before it enrolls me into whatever that says. Um, I had a job with Surge. Uh, would you like to be enrolled or not? Do what? I'm sorry, do what? I'm sorry, can- can you repeat that for me? It- it- it is breaking up. Uh... Yeah. I have a- I was asking you if- if . I was asking you if you want to- I had a job with Surge. Yes, I don't want to enroll in anything. You don't want to. Okay, let me find you on the system, then we can go ahead with the declination. Okay. May I have please the last four digits of your Social Security number? 1771. Thank you very much, uh, Jamie Hill. And just for security purposes, can you please verify your address and date of birth? 72502, 198 County Road 882, Crossville. Email jamiehill877@gmail.com? Yes. And phone number 256-298-4763? Yes. Okay, give me one minute please. Okay, I already declined your enrollment. They're not going to put you on any insurance, and you won't see any deductions for healthcare coverage, not through us. All right, thank you. You're more than welcome. And if there is anything else

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