

## Transcript: VICTORIA

**Taylor-4704196096999424-5291658720624640**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. This is Melissa Mahan and I'm trying to fill out this application and I'm trying to opt out of the insurance and everything. But every time I hit the, the click here button, I can't, it, anyway, nothing happens and it won't let me, like, log in or anything. So, I think that there's a phone number I could call, so... Okay. Um, let me try to pull up your file and see if I can decline it on my end. What's the name of the agency you work for? ASC. And the last four of your social? 8813. I mean, I'm trying to do the application now. They wanted me to fill one out. Okay, like an application for the job? Yeah. I mean, I'm just going back to Zebco and stuff, and, uh, Ron wanted me to... Anyway, they had to get me in the system and I had to, you know, fill out this form and everything. But I'm trying to opt out on the insurance because I don't need the insurance, and, um, it's not letting me do it. So, it gave me a phone number to call, so... Okay. Um, what's your first and last name again? Melissa, M-E-L-I-S-S-A. Mahan, M-A-H-A-N. Okay. Looks like I might need to make a file for you in our systems. And then once I get it made, I'll be able to opt you out from there. Okay, so do you want me just then to continue on and then, uh, finish the, the application and then, um, call you back? Yeah, so we don't handle the, like, the job application process. We just specifically do, like, their medical insurance. Okay. Um, so I'm not... If it'll let you skip the medical insurance, you can definitely do so since I'm gonna make a file for you and just decline it on my end. Um- Yeah. It just says that if I don't click here or call the number, that I'm automatically enrolled unless I opt out, and that was what I was trying to do, but it won't, so... Yeah. Everything... Yeah. Okay. So, what I'm doing on my end is I'm making a file for you so that- Okay. ... I can go in and then decline it for you. Okay. Um- Okay. Awesome. ... what is your, what is your full social? 445-72-8813. And your date of birth? December 28th, '67. And then mailing address. Uh, PO Box 821, Checotah, Oklahoma, 74426. And the phone number you're calling from, is that the best phone number for you? Yes. Okay. And then lastly, what would be a good email? Uh, melissa.mahan67@outlook.com. And just to make sure, you spell your last name M-A-H-A-N? Yes. Okay. And you said it's, uh, ASC, American Staff Corp? Mm-hmm. Okay. Give me just a few seconds. Sure. All right. So, I got your file made and I'm declining coverage now, so you should be good to go. Okay. Thank you. Now, you might, you might get, like, a reminder text message sent to you in the next couple of weeks. It's just a reminder sent out to everyone, um, about the auto-enrollment. But since we're declining today, there's nothing else you need to do on your end. Okay. All right. Thank you very much. You're welcome. You have a wonderful day. You, too. Bye-bye. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, Victoria. This is Melissa Mahan and I'm trying to fill out this application and I'm trying to opt out of the insurance and everything. But every time I hit the, the click here button, I can't, it, anyway, nothing happens and it won't let me, like, log in or anything. So, I think that there's a phone number I could call, so...

Speaker speaker\_1: Okay. Um, let me try to pull up your file and see if I can decline it on my end. What's the name of the agency you work for?

Speaker speaker\_2: ASC.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 8813. I mean, I'm trying to do the application now. They wanted me to fill one out.

Speaker speaker\_1: Okay, like an application for the job?

Speaker speaker\_2: Yeah. I mean, I'm just going back to Zebco and stuff, and, uh, Ron wanted me to... Anyway, they had to get me in the system and I had to, you know, fill out this form and everything. But I'm trying to opt out on the insurance because I don't need the insurance, and, um, it's not letting me do it. So, it gave me a phone number to call, so...

Speaker speaker\_1: Okay. Um, what's your first and last name again?

Speaker speaker\_2: Melissa, M-E-L-I-S-S-A. Mahan, M-A-H-A-N.

Speaker speaker\_1: Okay. Looks like I might need to make a file for you in our systems. And then once I get it made, I'll be able to opt you out from there.

Speaker speaker\_2: Okay, so do you want me just then to continue on and then, uh, finish the, the application and then, um, call you back?

Speaker speaker\_1: Yeah, so we don't handle the, like, the job application process. We just specifically do, like, their medical insurance.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so I'm not... If it'll let you skip the medical insurance, you can definitely do so since I'm gonna make a file for you and just decline it on my end. Um-

Speaker speaker\_2: Yeah. It just says that if I don't click here or call the number, that I'm automatically enrolled unless I opt out, and that was what I was trying to do, but it won't, so...

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Everything... Yeah. Okay.

Speaker speaker\_1: So, what I'm doing on my end is I'm making a file for you so that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I can go in and then decline it for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: Okay. Awesome.

Speaker speaker\_1: ... what is your, what is your full social?

Speaker speaker\_2: 445-72-8813.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: December 28th, '67.

Speaker speaker\_1: And then mailing address.

Speaker speaker\_2: Uh, PO Box 821, Checotah, Oklahoma, 74426.

Speaker speaker\_1: And the phone number you're calling from, is that the best phone number for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then lastly, what would be a good email?

Speaker speaker\_2: Uh, melissa.mahan67@outlook.com.

Speaker speaker\_1: And just to make sure, you spell your last name M-A-H-A-N?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you said it's, uh, ASC, American Staff Corp?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Give me just a few seconds.

Speaker speaker\_2: Sure.

Speaker speaker\_1: All right. So, I got your file made and I'm declining coverage now, so you should be good to go.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Now, you might, you might get, like, a reminder text message sent to you in the next couple of weeks. It's just a reminder sent out to everyone, um, about the auto-enrollment. But since we're declining today, there's nothing else you need to do on your end.

Speaker speaker\_2: Okay. All right. Thank you very much.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You, too. Bye-bye.

Speaker speaker\_1: Bye-bye.