

Transcript: VICTORIA

Taylor-4880779242160128-5676004952817664

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Uh, yes, I had got a text from y'all saying, "Congratulations on your job with Surge," and it told me to call the number. Okay. Uh, we administer medical insurance for them, and I know that they will automatically enroll you into one of the plans unless you opt out beforehand. No, it's telling me I'm already enrolled. You, uh, you said you're already enrolled into it? Yeah. It tell, it, it says I'm already enrolled, and it still asked for me to call. Okay. Uh, what's the last four of your Social? 8300. And your first and last name? Darun, D-A-R-U-N. Stevenson, S-T-E-V-E-N-S-O-N. Okay. Do you mind verifying your address and date of birth? Uh, December 20th, 2002, and 915 Justice Drive, Locust Grove, Georgia. All right. Phone number 404-883-9655. Yep, all that. And then email is g- djstevenson1220@gmail.com? Yeah. Okay. Yeah, I don't see you're enrolled into anything. Well, they literally just texted me at 1:00 saying, "Congratulations on your s- on your job with Surge. You've been enrolled to MCE Telrex within 30 days." Okay. Hold on. So, I believe it's telling you you will be enrolled into coverage, because the auto-enrollment doesn't even take place until 30 days from the date of your first check. Oh, okay. So, are you wanting to opt out of the auto-enrollment? No, ma'am. Okay. Do you... have any questions for me? You said one more time? I didn't hear you. Oh, I was just asking if you had any other questions for me. Oh. Oh, no, ma'am. Okay. You have a wonderful day. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, I had got a text from y'all saying, "Congratulations on your job with Surge," and it told me to call the number.

Speaker speaker_0: Okay. Uh, we administer medical insurance for them, and I know that they will automatically enroll you into one of the plans unless you opt out beforehand.

Speaker speaker_1: No, it's telling me I'm already enrolled.

Speaker speaker_0: You, uh, you said you're already enrolled into it?

Speaker speaker_1: Yeah. It tell, it, it says I'm already enrolled, and it still asked for me to call.

Speaker speaker_0: Okay. Uh, what's the last four of your Social?

Speaker speaker_1: 8300.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Darun, D-A-R-U-N. Stevenson, S-T-E-V-E-N-S-O-N.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, December 20th, 2002, and 915 Justice Drive, Locust Grove, Georgia.

Speaker speaker_0: All right. Phone number 404-883-9655.

Speaker speaker_1: Yep, all that.

Speaker speaker_0: And then email is g- djstevenson1220@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, I don't see you're enrolled into anything.

Speaker speaker_1: Well, they literally just texted me at 1:00 saying, "Congratulations on your s- on your job with Surge. You've been enrolled to MCE Telrex within 30 days."

Speaker speaker_0: Okay.

Speaker speaker_1: Hold on.

Speaker speaker_0: So, I believe it's telling you you will be enrolled into coverage, because the auto-enrollment doesn't even take place until 30 days from the date of your first check.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So, are you wanting to opt out of the auto-enrollment?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. Do you... have any questions for me?

Speaker speaker_1: You said one more time? I didn't hear you.

Speaker speaker_0: Oh, I was just asking if you had any other questions for me.

Speaker speaker_1: Oh. Oh, no, ma'am.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You, too.