

Transcript: VICTORIA

Taylor-4969745976836096-5904033165524992

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I got a call saying I was gonna be auto enrolled and I don't know what this even is. This is for medical insurance if you work through like a staffing or a temp agency. I am. Okay, we work for a couple different agencies. What's the one that you're- Sur- Surge. Okay. So they do automatically enroll new hires into one of the medical plans unless you opt out beforehand. Yeah, I wanna opt out. Okay. What's the last four of your Social? 9890. Your first and last name? Christopher Lopolato. Okay. Do you mind verifying your address and date of birth? Uh, sure. It's... Well, yeah, it'd be uh, 1720 West, uh, 14th Street, Muncie, Indiana 47302. Date of birth, 8/28/1980. Okay. Phone number is 765-808-5239. Yes, ma'am. And then email is lopo0828@icloud.com. Yes, ma'am. All right. I will decline the auto enrollment and you're good to go from here. Thank you. You're welcome. Have a good night. Bye-bye. You too.

Conversation Format

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

Speaker speaker_1: Hi, I got a call saying I was gonna be auto enrolled and I don't know what this even is.

Speaker speaker_0: This is for medical insurance if you work through like a staffing or a temp agency.

Speaker speaker_1: I am.

Speaker speaker_0: Okay, we work for a couple different agencies. What's the one that you're-

Speaker speaker_1: Sur- Surge.

Speaker speaker_0: Okay. So they do automatically enroll new hires into one of the medical plans unless you opt out beforehand.

Speaker speaker_1: Yeah, I wanna opt out.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 9890.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Christopher Lopolato.

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

Speaker speaker_1: Uh, sure. It's... Well, yeah, it'd be uh, 1720 West, uh, 14th Street, Muncie, Indiana 47302. Date of birth, 8/28/1980.

Speaker speaker_0: Okay. Phone number is 765-808-5239.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is lopo0828@icloud.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I will decline the auto enrollment and you're good to go from here.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a good night.

Speaker speaker_1: Bye-bye. You too.