

Transcript: VICTORIA

Taylor-5137213840375808-6286255031009280

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? Uh, yes, Victoria. I just received a message saying I was gonna be automatically enrolled in some program, but I never signed up for that. Okay. What's the name of the agency you work for? Uh, Surge Staffing, Tupelo, Mississippi. Okay. Yeah, so they automatically enroll members into one of the medical plans unless you opt out beforehand. So I can pull- Yeah, I- I- ... up your file and opt you out. Well, I just, I definitely opted out when I did the paperwork. Okay. I mean, if you'd like, I can pull up your file to make sure. Yeah, if, if you don't mind. Uh, what's the last four of your Social? Uh, 7745. And your first and last name? Arsenio Banks. And, uh, do you mind verifying your address and date of birth? Address and date of birth, 306 Manor Drive, Tupelo, Mississippi 38801. Uh, July 18th, 1987. And then phone number is 662-678-3756? That is correct. And then email is gonna be last_name_first_name@yahoo.com? That is correct. Okay. Um, I don't see that you're opted out, so I will go ahead and decline it for you, and you should be good to go from here. Okay. Thank you. You're welcome. Bye-bye. All right, have a good one.

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: Uh, yes, Victoria. I just received a message saying I was gonna be automatically enrolled in some program, but I never signed up for that.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, Surge Staffing, Tupelo, Mississippi.

Speaker speaker_1: Okay. Yeah, so they automatically enroll members into one of the medical plans unless you opt out beforehand. So I can pull-

Speaker speaker_2: Yeah, I- I-

Speaker speaker_1: ... up your file and opt you out.

Speaker speaker_2: Well, I just, I definitely opted out when I did the paperwork.

Speaker speaker_1: Okay. I mean, if you'd like, I can pull up your file to make sure.

Speaker speaker_2: Yeah, if, if you don't mind.

Speaker speaker_1: Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 7745.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Arsenio Banks.

Speaker speaker_1: And, uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Address and date of birth, 306 Manor Drive, Tupelo, Mississippi 38801.
Uh, July 18th, 1987.

Speaker speaker_1: And then phone number is 662-678-3756?

Speaker speaker_2: That is correct.

Speaker speaker_1: And then email is gonna be last name_first_name@yahoo.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. Um, I don't see that you're opted out, so I will go ahead and decline it for you, and you should be good to go from here.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: All right, have a good one.