

Transcript: VICTORIA

Taylor-5748058937671680-5394786401959936

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, my name is Antonio Watkins and I just got a text from you guys, in the text something about Megaforce- Okay. Um- ... talking about opt, opt in the... Go ahead. Yeah. So this is for the medical insurance they offer. Um, they do automatically enroll members into one of the medical plans unless you opt out beforehand. Okay, how much is it? The plan that they automatically enroll you into is the MEC TeleRx, which for employee only it's \$14.90 a week. Oh, no. I don't, I don't want, I don't need that because I already got insurance. Okay, that's fine. I'll need to pull up your file and decline it for you. Okay. What's the last four of your social? Uh, 3311. Your first and last name? Antonio Watkins. Okay. Uh, do you mind verifying your address and date of birth? 1420 Aspen Street, Martinsville, Virginia, 24112. Your date of birth? January 23rd, 1978. And then phone number 276-201-0517? Yes, ma'am. All righty. I will go ahead and decline it and you're good to go from here. Okay, thanks. Thank you. 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, my name is Antonio Watkins and I just got a text from you guys, in the text something about Megaforce-

Speaker speaker_1: Okay. Um-

Speaker speaker_2: ... talking about opt, opt in the... Go ahead.

Speaker speaker_1: Yeah. So this is for the medical insurance they offer. Um, they do automatically enroll members into one of the medical plans unless you opt out beforehand.

Speaker speaker_2: Okay, how much is it?

Speaker speaker_1: The plan that they automatically enroll you into is the MEC TeleRx, which for employee only it's \$14.90 a week.

Speaker speaker_2: Oh, no. I don't, I don't want, I don't need that because I already got insurance.

Speaker speaker_1: Okay, that's fine. I'll need to pull up your file and decline it for you.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, 3311.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Antonio Watkins.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 1420 Aspen Street, Martinsville, Virginia, 24112.

Speaker speaker_1: Your date of birth?

Speaker speaker_2: January 23rd, 1978.

Speaker speaker_1: And then phone number 276-201-0517?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. I will go ahead and decline it and you're good to go from here.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: Thank you. Bye-bye.