

Transcript: VICTORIA

Taylor-6179797791981568-4569761185579008

Full Transcript

Thank you for calling Benefits by Harte. We-- This is Victoria, how can I help you? Um, y'all sent me a message, I was looking for Message from Surge. I don't know what, they told me to call y'all about something. Okay. Okay, yeah. So we administer the, uh, medical insurance that they offer and I know Surge Staffing, uh, specifically will automatically enroll you into one of the plans unless you opt out beforehand. Oh, yeah, I forgot to opt out. I'm sorry, are you wanting to opt out? Yeah, opt out. Okay. Let me pull up your file so I can decline it for you. Yeah. What's the last four of your Social? 2752. And your first and last name? Huh? Your first and last name? James Wilson. Okay. You said the last four is 2753? 2752. 52. Okay. Do you mind verifying your address and date of birth? Uh, 285 2008. That's in Mansfield, Ohio, 44907? Yeah. Your date of birth? 11/11/71. Phone number 614-327-3586. Yes. All right, and then email is R-E-I-G-N-D-A, uh, O-N-E @yahoo.com. Yes. All righty. I will go ahead and decline the coverage and you're good to go from here. All right, thank you. You're welcome. Have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits by Harte. We-- This is Victoria, how can I help you?

Speaker speaker_1: Um, y'all sent me a message, I was looking for Message from Surge. I don't know what, they told me to call y'all about something.

Speaker speaker_0: Okay. Okay, yeah. So we administer the, uh, medical insurance that they offer and I know Surge Staffing, uh, specifically will automatically enroll you into one of the plans unless you opt out beforehand.

Speaker speaker_1: Oh, yeah, I forgot to opt out.

Speaker speaker_0: I'm sorry, are you wanting to opt out?

Speaker speaker_1: Yeah, opt out.

Speaker speaker_0: Okay. Let me pull up your file so I can decline it for you.

Speaker speaker_1: Yeah.

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

Speaker speaker_1: 2752.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Huh?

Speaker speaker_0: Your first and last name?

Speaker speaker_1: James Wilson.

Speaker speaker_0: Okay. You said the last four is 2753?

Speaker speaker_1: 2752.

Speaker speaker_0: 52. Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 285 2008.

Speaker speaker_0: That's in Mansfield, Ohio, 44907?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: 11/11/71.

Speaker speaker_0: Phone number 614-327-3586.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then email is R-E-I-G-N-D-A, uh, O-N-E @yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. I will go ahead and decline the coverage and you're good to go from here.

Speaker speaker_1: All right, thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.