

Transcript: VICTORIA

Taylor-6378414568816640-6590199339073536

Full Transcript

Thank you for calling Benefits on a Card . This is Victoria. How can I help you? Um, yes, this is Donald Edwards. I've just received a text saying something about being enrolled in a TexMex or some shit, MacTech? I'm sorry for my language. Hello? I'm here. Uh, yeah. It just, on my check it says some MadTech or something, MacTech or some sh- somethin', somethin'. I've been enrolled for 30 days or something. Okay. So here at Benefits on a Card, we administer medical insurance if you work through like a staffing or a temp agency. Yeah. I work through a temp agency but I got medical so it's... Hello? I'm still here. Yep. Oh, yeah. I'm just, uh... What's the name of your agency that you work through, sir? Yeah. I work through Surge. Okay. And are you wanting to opt out of the auto-enrollment? No, I, I... What does that mean? Are you wanting to decline the auto-enrollment? Uh, I guess so. They take money out my check. Yes. Surge Staffing will automatically enroll you into one of their plans unless you opt out- Oh, the... I want to deny that. I don't want them to take that money out my check. Okay. I'll have to pull up your file to decline it. What's the last four of your social? 8598. Your first and last name? Donald Edwards. Great. And then if you'll verify your address and date of birth. 85 Greenwood Street, 19, March 25th, 1980. Phone number 567-437-1952? Yes. And then email is bredwin1984@gmail.com? Yes. Okay. I will go ahead and decline it and you're good to go from here. All right. Thank you. You have a blessed day. Thank you, sweetheart. You're welcome. Have a good day. 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: Um, yes, this is Donald Edwards. I've just received a text saying something about being enrolled in a TexMex or some shit, MacTech? I'm sorry for my language. Hello?

Speaker speaker_0: I'm here.

Speaker speaker_1: Uh, yeah. It just, on my check it says some MadTech or something, MacTech or some sh- somethin', somethin'. I've been enrolled for 30 days or something.

Speaker speaker_0: Okay. So here at Benefits on a Card, we administer medical insurance if you work through like a staffing or a temp agency.

Speaker speaker_1: Yeah. I work through a temp agency but I got medical so it's... Hello?

Speaker speaker_0: I'm still here.

Speaker speaker_1: Yep. Oh, yeah. I'm just, uh...

Speaker speaker_0: What's the name of your agency that you work through, sir?

Speaker speaker_1: Yeah. I work through Surge.

Speaker speaker_0: Okay. And are you wanting to opt out of the auto-enrollment?

Speaker speaker_1: No, I, I... What does that mean?

Speaker speaker_0: Are you wanting to decline the auto-enrollment?

Speaker speaker_1: Uh, I guess so. They take money out my check.

Speaker speaker_0: Yes. Surge Staffing will automatically enroll you into one of their plans unless you opt out-

Speaker speaker_1: Oh, the... I want to deny that. I don't want them to take that money out my check.

Speaker speaker_0: Okay. I'll have to pull up your file to decline it. What's the last four of your social?

Speaker speaker_1: 8598.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Donald Edwards.

Speaker speaker_0: Great. And then if you'll verify your address and date of birth.

Speaker speaker_1: 85 Greenwood Street, 19, March 25th, 1980.

Speaker speaker_0: Phone number 567-437-1952?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is bredwin1984@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will go ahead and decline it and you're good to go from here.

Speaker speaker_1: All right. Thank you. You have a blessed day. Thank you, sweetheart.

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

Speaker speaker_1: You too.