

Transcript: Chris Sofield

(deactivated)-5380798184112128-6552298966695936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. I'm filling out an application at your Surge Med- at your Surge location, and they're not giving you the option to opt out of medical insurance anywhere on this paperwork. Hmm. Okay. Um- There, there should be a, there should be a spot that says, "Yes, I want it," "No, I don't want it." Okay. Um, if there, if there's an issue with like, that on the Surge paperwork, you need to discuss that with Surge. The only thing I can do is I can create a file in our system and opt you out. Um, but we're not part of Surge itself, so I can't really do anything about if there's an error with, like, their, their application process. Because I can't... I- it will cause me a major headache if they accidentally put me on medical insurance, like a, like an epic proportion. So- I- ... legally, they are supposed to give you the option of legally, "Yes, I want it," legally, "No, I do not want it." Okay. So that's... If there's, if that option is not on their application process, you need to discuss that with them. But I can, I can create a file on our system for you to opt you out. But anything related to their application process, we have no control over. Well, how do I make sure I don't get it though? That's what I'm saying like- Because I wonder. Oh, you can do that? I can create a, I can create a, a s- a file on our system and opt you out. That way when Surge sends all their information over, for anyone who's supposed to be enrolled, our system already recognizes that you have declined it. That would be perfect. Okay. Thank you. That's gonna require me getting some information from you, starting with- Don't sue me. ... I'll need your full social at this time. Right. It just doesn't make sense. Yeah. That's all. That's why I appreciate it. We definitely have to re-release the tape over and over. Yeah, don't worry. It's cool. I'm sorry. Don't worry. No, I appreciate the help. Thank you. All right. So, uh, that, that is going to require me getting some information from you starting with, I'll need your full social at this time. Uh, 286-56-2691. And your first and last name? Dale, D-A-L-E, initial R, Coleman, C-O-M-A-N, and I'm a junior. All right. Mr. Coleman, what is your current mailing address? 25021 Aurora, A-U-R-O-R-A, Road, Lot 330, Bedford Heights, Ohio 44146. All right. And then your date of birth? Uh, January 7th, 1969. All right. And then finally, a phone number for you. 216-702-5404. Thank you. All right. I have your- Thank you. ... file created. You've been opted out of automatic enrollment. You will not be enrolled in any insurance unless you decide to enroll. Um- Perfect. ... this be your, uh... You may still receive a, uh, a text message communication advising to give us a call regarding, relating to automatic enrollment. But since you've already done so, um, if you receive that message, you can just ignore it. Just ignore it because I am already, uh, opted out. Okay, perfect. Yes, sir. Um, let me just ask you a question. Is there any way I can get some kind of proof of that sent to me that I can show that I was opted out? Uh, yes. Uh, one moment. What's a good- Thank you. ... email address for you, sir? Uh, lowercase d, k as in kite, h-o-l-e-m-a-n33@yahoo.com.

Dkholeman33@Yahoo.com? Yes, sir. Got it. All right. Thank you for your help. Yeah. I just want to have something there because, for legal reasons, I just want to have a copy that says, "Yes, I opted out of it." Understood. No problem with that. We can go ahead and send that, uh, send that email on over to you. Should be getting this in just a couple of minutes, just with all the- Okay. ... uh, information, confirmation number- Good. ... all of that good stuff. I appreciate it. Thank you so much. No problem. Anything else? No, sir. You have a great day. Thank you. You as well. Thanks for calling. Bye now. Okay. Bye. Yep. I was caught well, man. Unfortunately.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. I'm filling out an application at your Surge Med- at your Surge location, and they're not giving you the option to opt out of medical insurance anywhere on this paperwork.

Speaker speaker_1: Hmm. Okay. Um-

Speaker speaker_2: There, there should be a, there should be a spot that says, "Yes, I want it," "No, I don't want it."

Speaker speaker_1: Okay. Um, if there, if there's an issue with like, that on the Surge paperwork, you need to discuss that with Surge. The only thing I can do is I can create a file in our system and opt you out. Um, but we're not part of Surge itself, so I can't really do anything about if there's an error with, like, their, their application process.

Speaker speaker_2: Because I can't... I- it will cause me a major headache if they accidentally put me on medical insurance, like a, like an epic proportion. So-

Speaker speaker_1: I-

Speaker speaker_2: ... legally, they are supposed to give you the option of legally, "Yes, I want it," legally, "No, I do not want it."

Speaker speaker_1: Okay. So that's... If there's, if that option is not on their application process, you need to discuss that with them. But I can, I can create a file on our system for you to opt you out. But anything related to their application process, we have no control over.

Speaker speaker_2: Well, how do I make sure I don't get it though?

Speaker speaker_1: That's what I'm saying like-

Speaker speaker_2: Because I wonder. Oh, you can do that?

Speaker speaker_1: I can create a, I can create a, a s- a file on our system and opt you out. That way when Surge sends all their information over, for anyone who's supposed to be enrolled, our system already recognizes that you have declined it.

Speaker speaker_2: That would be perfect.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: That's gonna require me getting some information from you, starting with-

Speaker speaker_2: Don't sue me.

Speaker speaker_1: ... I'll need your full social at this time.

Speaker speaker_2: Right. It just doesn't make sense.

Speaker speaker_0: Yeah.

Speaker speaker_2: That's all. That's why I appreciate it.

Speaker speaker_0: We definitely have to re-release the tape over and over.

Speaker speaker_2: Yeah, don't worry. It's cool.

Speaker speaker_0: I'm sorry. Don't worry.

Speaker speaker_2: No, I appreciate the help. Thank you.

Speaker speaker_1: All right. So, uh, that, that is going to require me getting some information from you starting with, I'll need your full social at this time.

Speaker speaker_2: Uh, 286-56-2691.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Dale, D-A-L-E, initial R, Coleman, C-O-M-A-N, and I'm a junior.

Speaker speaker_1: All right. Mr. Coleman, what is your current mailing address?

Speaker speaker_2: 25021 Aurora, A-U-R-O-R-A, Road, Lot 330, Bedford Heights, Ohio 44146.

Speaker speaker_1: All right. And then your date of birth?

Speaker speaker_2: Uh, January 7th, 1969.

Speaker speaker_1: All right. And then finally, a phone number for you.

Speaker speaker_2: 216-702-5404.

Speaker speaker_1: Thank you. All right. I have your-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... file created. You've been opted out of automatic enrollment. You will not be enrolled in any insurance unless you decide to enroll. Um-

Speaker speaker_2: Perfect.

Speaker speaker_1: ... this be your, uh... You may still receive a, uh, a text message communication advising to give us a call regarding, relating to automatic enrollment. But since you've already done so, um, if you receive that message, you can just ignore it.

Speaker speaker_2: Just ignore it because I am already, uh, opted out. Okay, perfect.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, let me just ask you a question. Is there any way I can get some kind of proof of that sent to me that I can show that I was opted out?

Speaker speaker_1: Uh, yes. Uh, one moment. What's a good-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... email address for you, sir?

Speaker speaker_2: Uh, lowercase d, k as in kite, h-o-l-e-m-a-n33@yahoo.com.

Speaker speaker_1: Dkholeman33@Yahoo.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Got it. All right.

Speaker speaker_2: Thank you for your help. Yeah. I just want to have something there because, for legal reasons, I just want to have a copy that says, "Yes, I opted out of it."

Speaker speaker_1: Understood. No problem with that. We can go ahead and send that, uh, send that email on over to you. Should be getting this in just a couple of minutes, just with all the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, information, confirmation number-

Speaker speaker_2: Good.

Speaker speaker_1: ... all of that good stuff.

Speaker speaker_2: I appreciate it. Thank you so much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, sir. You have a great day. Thank you.

Speaker speaker_1: You as well. Thanks for calling. Bye now.

Speaker speaker_2: Okay. Bye. Yep. I was caught well, man. Unfortunately.