

Transcript: Estefania

Acevedo-4575419692793856-5918001974788096

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I just got a text message. What does it say? About... It says, "Congratulations on your job with Surge. You will be automatically enrolled in the MEC- Mm-hmm. ... Direct." Yes, ma'am. "Within 30 days." Would you like to enroll? Yeah. Or would you like to opt out for t- Okay. ... for the auto-enrollment? Oh, o- um, wha- what does... What that mean? What it's about? 'Cause I don't know. So, mm-hmm. So Surge offers healthcare benefits to their new hires. They give you 30 days- Mm-hmm. ... from the day that you receive your first check to either opt out or enroll into their benefits. They do auto- I'm a opt... I'm a- Mm-hmm. Yeah. I'm a opt out. Okay. Um, I just need the last four of your Social. 2475. Can you please verify your address and date of birth? Um, I have moved. It's 401, um, what's the name of the street? Heustess? H-E-U-... Ah, spell it. It's H-E-U-S-T-E-S-S Street. Um, Unit- I have a different address. Did you move? Because that was, uh, across from ??? That's the, um, y'all address. 3610 North Delrado Road. Okay. And what- That one. What was the state and city? Uh, Montgomery, Alabama. Okay. And then the date of birth? April 29, 1970. 901-267-8303 is your phone number? Yep. Okay. And then I have your first name, last name 858@gmail.com. Is that correct? Tha- yeah, that's correct. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment? Yes. Okay. I understand that. Okay. So it looks like you actually opted out already back in September. Y-yes, I did. Yeah, so those are just reminders that their new hires get, um, regarding that, but- Okay. ... I... You already been declined. Okay. All right. Thank you very much. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, I just got a text message.

Speaker speaker_0: What does it say?

Speaker speaker_1: About... It says, "Congratulations on your job with Surge. You will be automatically enrolled in the MEC-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Direct."

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: "Within 30 days."

Speaker speaker_0: Would you like to enroll?

Speaker speaker_1: Yeah.

Speaker speaker_0: Or would you like to opt out for t-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for the auto-enrollment?

Speaker speaker_1: Oh, o- um, wha- what does... What that mean? What it's about? 'Cause I don't know.

Speaker speaker_0: So, mm-hmm. So Surge offers healthcare benefits to their new hires. They give you 30 days-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... from the day that you receive your first check to either opt out or enroll into their benefits. They do auto-

Speaker speaker_1: I'm a opt... I'm a-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. I'm a opt out.

Speaker speaker_0: Okay. Um, I just need the last four of your Social.

Speaker speaker_1: 2475.

Speaker speaker_0: Can you please verify your address and date of birth?

Speaker speaker_1: Um, I have moved. It's 401, um, what's the name of the street? Heustess? H-E-U-... Ah, spell it. It's H-E-U-S-T-E-S-S Street. Um, Unit-

Speaker speaker_0: I have a different address. Did you move?

Speaker speaker_1: Because that was, uh, across from ??? That's the, um, y'all address. 3610 North Delrado Road.

Speaker speaker_0: Okay. And what-

Speaker speaker_1: That one.

Speaker speaker_0: What was the state and city?

Speaker speaker_1: Uh, Montgomery, Alabama.

Speaker speaker_0: Okay. And then the date of birth?

Speaker speaker_1: April 29, 1970.

Speaker speaker_0: 901-267-8303 is your phone number?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then I have your first name, last name 858@gmail.com. Is that correct?

Speaker speaker_1: Tha- yeah, that's correct.

Speaker speaker_0: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I understand that. Okay. So it looks like you actually opted out already back in September.

Speaker speaker_1: Y- yes, I did.

Speaker speaker_0: Yeah, so those are just reminders that their new hires get, um, regarding that, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I... You already been declined.

Speaker speaker_1: Okay. All right. Thank you very much.

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

Speaker speaker_1: You too.