

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Yes, ma'am. Uh, I got a text from, uh, the Surge where I work for Surge. It says I'm automatically enrolled in a MPC. Mm-hmm. Did you want to opt down? What is that? Um, so Surge auto enrolls their members into a preventative plan, meaning that covers you, like one physical visit a year, some vaccines, some cancer screenings, some STD screens. So it's a preventative service. I could opt out of that. I already have insurance. Okay. Um, what is the last four numbers of your Social? 8469. And then what was your first and last name? Jerry Bowling. For security purposes, could you please verify your address as well as your date of birth for me? Yes. 201 East Middle Street, Circleville, Ohio. My date of birth was 4-14-81. Okay. Is your phone number still the 614-390-4691? Yes, it is. Okay. And then I have jerrybowling1981@gmail.com. Is that still up to date? Yep. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to decline the auto enrollment for the preventative plan. Yeah, 'cause it charges you anyways for it, right? Yes, sir. Yeah. I want to opt out of it. Okay. I went ahead and received your declination. Um, did you have any questions for me? No. Because I've had it. I already got health insurance. I don't need nothing else. Okay. Well, thank you for calling. I hope you have a great day. All right. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. Uh, I got a text from, uh, the Surge where I work for Surge. It says I'm automatically enrolled in a MPC.

Speaker speaker_0: Mm-hmm. Did you want to opt down?

Speaker speaker_1: What is that?

Speaker speaker_0: Um, so Surge auto enrolls their members into a preventative plan, meaning that covers you, like one physical visit a year, some vaccines, some cancer screenings, some STD screens. So it's a preventative service.

Speaker speaker_1: I could opt out of that. I already have insurance.

Speaker speaker_0: Okay. Um, what is the last four numbers of your Social?

Speaker speaker_1: 8469.

Speaker speaker_0: And then what was your first and last name?

Speaker speaker_1: Jerry Bowling.

Speaker speaker_0: For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_1: Yes. 201 East Middle Street, Circleville, Ohio. My date of birth was 4-14-81.

Speaker speaker_0: Okay. Is your phone number still the 614-390-4691?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. And then I have jerrybowling1981@gmail.com. Is that still up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to decline the auto enrollment for the preventative plan.

Speaker speaker_1: Yeah, 'cause it charges you anyways for it, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah. I want to opt out of it.

Speaker speaker_0: Okay. I went ahead and received your declination. Um, did you have any questions for me?

Speaker speaker_1: No. Because I've had it. I already got health insurance. I don't need nothing else.

Speaker speaker_0: Okay. Well, thank you for calling. I hope you have a great day.

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: Bye.