

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and Acquired. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Abel Miranda. I work through, uh, Surge Staffing and, um, I just wanted to make sure that I am not, uh, being charged for medical benefits when I didn't, uh, apply for it. Okay. So they do, um, participate in auto-enrolling their new hires into a preventative- Right. ... plan called the ME/C. So if you don't call to opt out within the first 30 days of receiving your first check, they do automatically enroll you into it. Okay. Um, but I can check to see if, um, that has happened yet. If it hasn't, I can go ahead and opt you out from the auto-enrollment before they enroll you. Ah. But if they- Okay. ... did enroll you, I would have to cancel it. Okay? Um- Yes. Then good. 'Cause I just talked to them and, uh, they told me that it was not... I can check 'cause they don't really- Okay. ... they don't, they... For my understanding, they, they don't really like... It's part of the staffing agency benefits that really, like, handles, like, the enrollment and stuff like that. Yes. It's not Surge. But I can check. Okay. Um, what are the last four? Please do 'cause- Mm-hmm. ... my, my last four is 1460. And then what was your first and last name again? I'm sorry. Abel Miranda. Okay. Thank you. Let's see. Okay. Can you please verify your address and date of birth for security purposes? My date of birth is 8/22/1975 and it all depends on the address actually. It's 2210 West Meridian. I mean, 2210 Meridian Street. Mm, it's not that one. A different one. Okay. 2081 Street? Not that one either. A different one. Uh... That you might have had in the past. Uh, the only one I would remember is 79, um, Madison Avenue? No. So if you don't remember- Or- ... the one I just asked- Or, or 3r- um, it's on 3rd Street. Um, good God, I have numbers. If you don't remember- Uh- ... you can also verify your full social. That's also a security- Five. ... question. It's five... Mm-hmm. Houston. I'm sorry. You were breaking up in the middle of giving it to me. Sure. I heard five. 1460. Thank you. I have 1517 Jefferson Street, Anderson, Indiana, 46016. Jefferson Street. Oh, okay. That's, uh, my aunt's a- address. Okay. And then I have 765-608-7223 as your phone number. Nope. It is 765-568-4857. Thank you. And then what's your email? And my add... My address is 2210 Meridian Street. Okay. And then your email? Is Gebe, G-E-B-E, bracamonte, B-R-A-C-A-M-O-N-T-E@gmail.com. Yeah. You have your old information on there. What was the city and... Is it still the same city and state for your address? Yeah, Anderson, Indi- Anderson, Indiana. Yes. And your zip code? 46016. Okay. Thank you. That's no wonder I haven't been receiving anything. Yeah, you have your old stuff. Let's see. Okay. And then I was gonna tell you that, um, they haven't enrolled you into anything, so I can go ahead and decline the auto-enrollment. Okay. Thank you very much. Okay. So you've been opted out from the auto-enrollment. Um, you won't be enrolled into any of the coverage. Did you have any other questions for me? No, that is it. All right. Well, I hope you have a great day. Thank you for your time. You too. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Acquired. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Abel Miranda. I work through, uh, Surge Staffing and, um, I just wanted to make sure that I am not, uh, being charged for medical benefits when I didn't, uh, apply for it.

Speaker speaker_0: Okay. So they do, um, participate in auto-enrolling their new hires into a preventative-

Speaker speaker_1: Right.

Speaker speaker_0: ... plan called the ME/C. So if you don't call to opt out within the first 30 days of receiving your first check, they do automatically enroll you into it.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but I can check to see if, um, that has happened yet. If it hasn't, I can go ahead and opt you out from the auto-enrollment before they enroll you.

Speaker speaker_1: Ah.

Speaker speaker_0: But if they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... did enroll you, I would have to cancel it. Okay? Um-

Speaker speaker_1: Yes. Then good. 'Cause I just talked to them and, uh, they told me that it was not...

Speaker speaker_0: I can check 'cause they don't really-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they don't, they... For my understanding, they, they don't really like... It's part of the staffing agency benefits that really, like, handles, like, the enrollment and stuff like that.

Speaker speaker_1: Yes.

Speaker speaker_0: It's not Surge. But I can check.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what are the last four?

Speaker speaker_1: Please do 'cause-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... my, my last four is 1460.

Speaker speaker_0: And then what was your first and last name again? I'm sorry.

Speaker speaker_1: Abel Miranda.

Speaker speaker_0: Okay. Thank you. Let's see. Okay. Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: My date of birth is 8/22/1975 and it all depends on the address actually. It's 2210 West Meridian. I mean, 2210 Meridian Street.

Speaker speaker_0: Mm, it's not that one. A different one.

Speaker speaker_1: Okay. 2081 Street?

Speaker speaker_0: Not that one either. A different one.

Speaker speaker_1: Uh...

Speaker speaker_0: That you might have had in the past.

Speaker speaker_1: Uh, the only one I would remember is 79, um, Madison Avenue?

Speaker speaker_0: No. So if you don't remember-

Speaker speaker_1: Or-

Speaker speaker_0: ... the one I just asked-

Speaker speaker_1: Or, or 3r- um, it's on 3rd Street. Um, good God, I have numbers.

Speaker speaker_0: If you don't remember-

Speaker speaker_1: Uh-

Speaker speaker_0: ... you can also verify your full social. That's also a security-

Speaker speaker_1: Five.

Speaker speaker_0: ... question.

Speaker speaker_1: It's five...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Houston.

Speaker speaker_0: I'm sorry. You were breaking up in the middle of giving it to me.

Speaker speaker_1: Sure.

Speaker speaker_0: I heard five.

Speaker speaker_1: 1460.

Speaker speaker_0: Thank you. I have 1517 Jefferson Street, Anderson, Indiana, 46016.

Speaker speaker_1: Jefferson Street. Oh, okay. That's, uh, my aunt's a- address.

Speaker speaker_0: Okay. And then I have 765-608-7223 as your phone number.

Speaker speaker_1: Nope. It is 765-568-4857.

Speaker speaker_0: Thank you. And then what's your email?

Speaker speaker_1: And my add... My address is 2210 Meridian Street.

Speaker speaker_0: Okay. And then your email?

Speaker speaker_1: Is Gebe, G-E-B-E, bracamonte, B-R-A-C-A-M-O-N-T-E@gmail.com.

Speaker speaker_0: Yeah. You have your old information on there. What was the city and... Is it still the same city and state for your address?

Speaker speaker_1: Yeah, Anderson, Indi- Anderson, Indiana. Yes.

Speaker speaker_0: And your zip code?

Speaker speaker_1: 46016.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: That's no wonder I haven't been receiving anything.

Speaker speaker_0: Yeah, you have your old stuff. Let's see. Okay. And then I was gonna tell you that, um, they haven't enrolled you into anything, so I can go ahead and decline the auto-enrollment.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: Okay. So you've been opted out from the auto-enrollment. Um, you won't be enrolled into any of the coverage. Did you have any other questions for me?

Speaker speaker_1: No, that is it.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: You too. You too. Bye-bye.

Speaker speaker_0: Bye.