

## **Transcript: Estefania**

**Acevedo-4885681385160704-4727879253540864**

### **Full Transcript**

Thank you for calling Benefits of Nakara. My name is Stephanie. How can I assist you? Yes, um, I'm tryna figure out what this is. I've got, I've gotten a job at Surge Staffing and I'm tryna figure out what it is 'cause I'd gotten a message about being auto-enrolled. Oh, okay. So yeah, Surge auto-enrolls their new hires into a preventative plan called the MUC Tele-RS which only covers like a physical, some vaccines, some STD and cancer screening, but it will not cover no doctor visits sick, no hospital visits, no urgent care, no emergency room, no surgeries, um, and then you do have to stay within the network to be covered. Um, if you don't call to opt out within the first 30 days of receiving your first check, you do automatically get enrolled into it and you will automatically start getting deductions taken outta your check for that plan weekly. Um, so let me just- How do you... How do you de-enroll from that? Um, how do you op... If you wanna opt out- Opt out. ... from the au- Yeah. If you wanna opt out from the auto enrollment, you just have to call this number and we can do it through the phone right now. Okay. Yeah, we can do that right now. That'd be perfect. Um, I just need the last four of your Social. Hold on a second. I'm tryna think of it. It's gonna take me a minute. 4782. Okay, 4782. Yeah. And then your first and last name? Madison Greenly. For security purposes, can you verify your address and date of birth? Yes, 1110 East Temple Street, Washington Courthouse, Ohio 43130. And the, uh, date of birth is 08/03/04. 740-505-5880 is your phone number? Yes. Um, MGreenly200- 2003- Uh-huh. 0304- 241@gmail, yeah. Right. And then you said that you wanted to opt out from the auto-enrollment for the preventative plan? Yeah. Okay. And then, um, just in case you did wanna enroll in the future, you still can. They give you 30 days from the day that you receive your first check to give us a call and do so. Um, but for now, you've been opted out from the automatic enrollment- Okay, have I been- ... and there'll be no deductions. Have I had any deductions this go around? No, because, um, you called in time, but if you- Okay. ... would have waited longer, you would have automatically been enrolled, but you called in time, so they didn't take any money outta your check. Okay, I wanted to make sure they didn't, so. Yeah, so you're good. You've been opted out from the auto-enrollment. All right, thank you very much. You're welcome. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits of Nakara. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, um, I'm tryna figure out what this is. I've got, I've gotten a job at Surge Staffing and I'm tryna figure out what it is 'cause I'd gotten a message about being auto-enrolled.

Speaker speaker\_0: Oh, okay. So yeah, Surge auto-enrolls their new hires into a preventative plan called the MUC Tele-RS which only covers like a physical, some vaccines, some STD and cancer screening, but it will not cover no doctor visits sick, no hospital visits, no urgent care, no emergency room, no surgeries, um, and then you do have to stay within the network to be covered. Um, if you don't call to opt out within the first 30 days of receiving your first check, you do automatically get enrolled into it and you will automatically start getting deductions taken outta your check for that plan weekly. Um, so let me just-

Speaker speaker\_1: How do you... How do you de-enroll from that?

Speaker speaker\_0: Um, how do you op... If you wanna opt out-

Speaker speaker\_1: Opt out.

Speaker speaker\_0: ... from the au- Yeah. If you wanna opt out from the auto enrollment, you just have to call this number and we can do it through the phone right now.

Speaker speaker\_1: Okay. Yeah, we can do that right now. That'd be perfect.

Speaker speaker\_0: Um, I just need the last four of your Social.

Speaker speaker\_1: Hold on a second. I'm tryna think of it. It's gonna take me a minute. 4782.

Speaker speaker\_0: Okay, 4782.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Madison Greenly.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Yes, 1110 East Temple Street, Washington Courthouse, Ohio 43130. And the, uh, date of birth is 08/03/04.

Speaker speaker\_0: 740-505-5880 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Um, MGreenly200-

Speaker speaker\_1: 2003-

Speaker speaker\_0: Uh-huh. 0304-

Speaker speaker\_1: 241@gmail, yeah.

Speaker speaker\_0: Right. And then you said that you wanted to opt out from the auto-enrollment for the preventative plan?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And then, um, just in case you did wanna enroll in the future, you still can. They give you 30 days from the day that you receive your first check to give us a call and do so. Um, but for now, you've been opted out from the automatic enrollment-

Speaker speaker\_1: Okay, have I been-

Speaker speaker\_0: ... and there'll be no deductions.

Speaker speaker\_1: Have I had any deductions this go around?

Speaker speaker\_0: No, because, um, you called in time, but if you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... would have waited longer, you would have automatically been enrolled, but you called in time, so they didn't take any money outta your check.

Speaker speaker\_1: Okay, I wanted to make sure they didn't, so.

Speaker speaker\_0: Yeah, so you're good. You've been opted out from the auto-enrollment.

Speaker speaker\_1: All right, thank you very much.

Speaker speaker\_0: You're welcome. You have a great day.

Speaker speaker\_1: You too.