

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Um, I started a new job and I got a text message that said, "Call to opt out of..." I think it's insurance through Surge. Yes, ma'am. So they do auto enroll their members into a preventative plan that would cover, like one physical visit a year, some vaccines, some cancer screenings, some ST screens. It's only a preventative plan. If you do decide to keep it on there, they will, um, auto enroll you and do weekly deductions for that plan. Can I- You wanna- Is this the number I call to opt out of it? Yes. Do you wanna opt out? Yes, please. Okay. And then what are the last four of your Social? 4484. And then your first and last name? Danica Wallace. For security purposes, I would need you to verify your address as well as your date of birth. 121584 2445 North State Route 559, Woodstock, Ohio. Okay. Thank you. And then, I'm sorry, what was your date of birth? 12/15/84. Is your phone number still 614-653-2873? Yes, ma'am. Okay. And then I have your first name, last name, 670@gmail.com. I'm sorry, @yahoo.com. Is that up to date? Yes. Okay. Then I went ahead and declined your coverage. Okay. Do you have any more questions for me? Nope. Okay. Have a nice day. Thank you. You too.

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 Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, I started a new job and I got a text message that said, "Call to opt out of..." I think it's insurance through Surge.

Speaker speaker_1: Yes, ma'am. So they do auto enroll their members into a preventative plan that would cover, like one physical visit a year, some vaccines, some cancer screenings, some ST screens. It's only a preventative plan. If you do decide to keep it on there, they will, um, auto enroll you and do weekly deductions for that plan.

Speaker speaker_2: Can I-

Speaker speaker_1: You wanna-

Speaker speaker_2: Is this the number I call to opt out of it?

Speaker speaker_1: Yes. Do you wanna opt out?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. And then what are the last four of your Social?

Speaker speaker_2: 4484.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Danica Wallace.

Speaker speaker_1: For security purposes, I would need you to verify your address as well as your date of birth.

Speaker speaker_2: 121584 2445 North State Route 559, Woodstock, Ohio.

Speaker speaker_1: Okay. Thank you. And then, I'm sorry, what was your date of birth?

Speaker speaker_2: 12/15/84.

Speaker speaker_1: Is your phone number still 614-653-2873?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then I have your first name, last name, 670@gmail.com. I'm sorry, @yahoo.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Then I went ahead and declined your coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any more questions for me?

Speaker speaker_2: Nope.

Speaker speaker_1: Okay. Have a nice day.

Speaker speaker_2: Thank you. You too.