Transcript: Estefania Acevedo-5218270202773504-4933648726310912

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, yes. I received a text saying I was going to be enrolled in something. Okay. The service I work there. Um, who do you work for? What age- Serge. Okay. So Serge auto-enrolls their members into a preventative plan that's called the MECPLRS. So technically what that plan is, it covers like one physical visit a year, um, any preventative visits such as some cancer screenings, some STD screenings, even some counseling. Um, it's only a preventive plan, so if you were to get sick and go like to the hospital or emergency room, it wouldn't cover that visit because it's only for preventative services. Okay. Is this something I have to pay for? Um, if you... Yes, ma'am. So if you do- Okay. Then, I don't want it. ... decide to de- Okay. Um, I can go ahead and opt you out from this benefit. Um, for that, I do need- Yeah, I did that. ... the last four of your Social. 9317. Thank you. And for security purposes, I will need you to verify your address as well as your date of birth. 607 Elder Street, Parkersburg, West Virginia, 26101. Um, 10/30/84. Okay. Thank you. And then is your phone number still a 304-488-0544? Yes. And then I have first name, last name 1984 at yahoo.com as your email on file. Is that still up- Yeah. ... to date? Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Serge Staffing. Is that correct? Yes. Okay. I went ahead and processed your declination so they won't auto-enroll you into no plans. Um, did you have any questions for me though? Uh, no, that's it. Okay. Thank you for calling. I hope you have a good day. Thank you.

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, yes. I received a text saying I was going to be enrolled in something.

Speaker speaker_1: Okay.

Speaker speaker_2: The service I work there.

Speaker speaker_1: Um, who do you work for? What age-

Speaker speaker_2: Serge.

Speaker speaker_1: Okay. So Serge auto-enrolls their members into a preventative plan that's called the MECPLRS. So technically what that plan is, it covers like one physical visit a year, um, any preventative visits such as some cancer screenings, some STD screenings, even some counseling. Um, it's only a preventive plan, so if you were to get sick and go like to the hospital or emergency room, it wouldn't cover that visit because it's only for preventative services.

Speaker speaker_2: Okay. Is this something I have to pay for?

Speaker speaker_1: Um, if you... Yes, ma'am. So if you do-

Speaker speaker_2: Okay. Then, I don't want it.

Speaker speaker_1: ... decide to de- Okay. Um, I can go ahead and opt you out from this benefit. Um, for that, I do need-

Speaker speaker_2: Yeah, I did that.

Speaker speaker_1: ... the last four of your Social.

Speaker speaker_2: 9317.

Speaker speaker_1: Thank you. And for security purposes, I will need you to verify your address as well as your date of birth.

Speaker speaker_2: 607 Elder Street, Parkersburg, West Virginia, 26101. Um, 10/30/84.

Speaker speaker_1: Okay. Thank you. And then is your phone number still a 304-488-0544?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have first name, last name 1984 at yahoo.com as your email on file. Is that still up-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to date? Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Serge Staffing. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I went ahead and processed your declination so they won't auto-enroll you into no plans. Um, did you have any questions for me though?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: Okay. Thank you for calling. I hope you have a good day.

Speaker speaker_2: Thank you.