

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 Card. My name is Stephanie. How can I assist you? Hi. I was actually calling about the auto-inrollment into the medical assistance thing. Okay. Um, did you want to opt out or did you want to enroll? Uh, yes, please. Yeah. Uh, opt out. Um, gotcha. What staff and agency are you with? Um, I'm with Surge. And then what are the last four of your social? Um, 1498. And your first name, last name, please? Angel Thoen. Last name is spelled T-H-O-E-U-N. Okay, thank you. For security purposes, I do need you to verify your address as well as your date of birth. Okay. You just want me to tell you? Yes. Uh, the address is 833 Pipers Run Ct., uh, Columbus, Ohio 43228. The date of birth is June 22nd, 2005. Okay. Is your phone number still the 614-565-7806? Yep, that's correct. Okay. And then I have your first name, last name 0622@gmail.com. Is that still up-to-date? Yep. Okay, thank you. And it looks like they already declined the auto-enroll. Okay. Um, so that coverage has already been declined. Um, yeah, so they won't auto-enroll you into any plan. Okay, that works. Thank you so much. You're welcome. Have a nice day. You as well.

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

Speaker speaker_2: Hi. I was actually calling about the auto-inrollment into the medical assistance thing.

Speaker speaker_1: Okay. Um, did you want to opt out or did you want to enroll?

Speaker speaker_2: Uh, yes, please. Yeah. Uh, opt out.

Speaker speaker_1: Um, gotcha. What staff and agency are you with?

Speaker speaker_2: Um, I'm with Surge.

Speaker speaker_1: And then what are the last four of your social?

Speaker speaker_2: Um, 1498.

Speaker speaker_1: And your first name, last name, please?

Speaker speaker_2: Angel Thoen. Last name is spelled T-H-O-E-U-N.

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

Speaker speaker_2: Okay. You just want me to tell you?

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, the address is 833 Pipers Run Ct., uh, Columbus, Ohio 43228. The date of birth is June 22nd, 2005.

Speaker speaker_1: Okay. Is your phone number still the 614-565-7806?

Speaker speaker_2: Yep, that's correct.

Speaker speaker_1: Okay. And then I have your first name, last name 0622@gmail.com. Is that still up-to-date?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, thank you. And it looks like they already declined the auto-enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so that coverage has already been declined. Um, yeah, so they won't auto-enroll you into any plan.

Speaker speaker_2: Okay, that works. Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You as well.