

## **Transcript: Estefania**

**Acevedo-5482107306295296-5878616338251776**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Um, yes, I got a message from Surge that said, uh, auto enroll in the Med. Okay. Yeah. Um, were you trying to enroll or opt out? Uh, what is it, exactly? So Surge offers healthcare benefits to their employees through their staffing agencies, like behavioral health, dental, vision. The plan- Oh, no. ... depends. Yeah. Like I don't, I don't work with them anymore, so. Oh, you don't work with them no longer? Not that I know of. Like, I don't know. Did you want me to opt you out just in case? I think so. Okay. Um, what is the last four of your social? 4718. Thank you. And then your first and last name? Gordon Goodson. I'm sorry, can you repeat that?

### **Conversation Format**

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

Speaker speaker\_1: Um, yes, I got a message from Surge that said, uh, auto enroll in the Med.

Speaker speaker\_0: Okay. Yeah. Um, were you trying to enroll or opt out?

Speaker speaker\_1: Uh, what is it, exactly?

Speaker speaker\_0: So Surge offers healthcare benefits to their employees through their staffing agencies, like behavioral health, dental, vision. The plan-

Speaker speaker\_1: Oh, no.

Speaker speaker\_0: ... depends.

Speaker speaker\_1: Yeah. Like I don't, I don't work with them anymore, so.

Speaker speaker\_0: Oh, you don't work with them no longer?

Speaker speaker\_1: Not that I know of. Like, I don't know.

Speaker speaker\_0: Did you want me to opt you out just in case?

Speaker speaker\_1: I think so.

Speaker speaker\_0: Okay. Um, what is the last four of your social?

Speaker speaker\_1: 4718.

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

Speaker speaker\_1: Gordon Goodson.

Speaker speaker\_0: I'm sorry, can you repeat that?