

## **Transcript: Estefania**

**Acevedo-5506399073517568-5388724888453120**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, my name is Geoffrey White and I work for Megaforce, and I got a text saying if I haven't declined something about... I'm gonna be automatically hooked up to something. I don't understand what it's saying. Okay. So Megaforce does auto-enrollment for their new members, um, for a plan, and most likely it's the MEC Tele-RS. Um, I could be wrong, but I would have to look in your file. If you don't want to be enrolled into that health care- What, what did you say it is now? Um, most likely it's the preventative plan, but I would have to get in the file tag to see which one it is where they auto-enroll their members. For typically, if you receive that text, it's regarding the auto-enrollment, letting you know that you have 30 days from the day that you received your first check to, um, either enroll into that benefit as well as- What kind of benefit is- ... an additional plan. ... it, is it though? It's only, um, healthcare benefits, but I would like- No, I don't- I don't want it. Okay. So you want to opt out from the auto-enrollment? Yes. Yes. Okay. Um, I just need the last four of your Social. 5806. And then you said you're with Megaforce? Yes. And then what's your first and last name? Geoffrey Keith White. For security purposes, can you verify the address on file, as well as the date of birth? 207 Monroe Street, Plymouth, North Carolina 27962, February 1st, 1960. Okay. 252-325-5534- 55-34. ... is your phone number? Correct. Okay. All right. Let me go ahead and decline that. Oh, okay. And it looks like you already declined coverage, um, for the auto-enrollment. Um, so I would just disregard the, the- Okay. ... text messages 'cause- Okay. ... that has already been declined. Mm-hmm. Do you have anything- All right. Thanks. A lot. That's all I needed. Okay. No, thank you. All right. Well, I hope you have a great day. All right. You too. Have a good evening. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, my name is Geoffrey White and I work for Megaforce, and I got a text saying if I haven't declined something about... I'm gonna be automatically hooked up to something. I don't understand what it's saying.

Speaker speaker\_0: Okay. So Megaforce does auto-enrollment for their new members, um, for a plan, and most likely it's the MEC Tele-RS. Um, I could be wrong, but I would have to look in your file. If you don't want to be enrolled into that health care-

Speaker speaker\_1: What, what did you say it is now?

Speaker speaker\_0: Um, most likely it's the preventative plan, but I would have to get in the file tag to see which one it is where they auto-enroll their members. For typically, if you receive that text, it's regarding the auto-enrollment, letting you know that you have 30 days from the day that you received your first check to, um, either enroll into that benefit as well as-

Speaker speaker\_1: What kind of benefit is-

Speaker speaker\_0: ... an additional plan.

Speaker speaker\_1: ... it, is it though?

Speaker speaker\_0: It's only, um, healthcare benefits, but I would like-

Speaker speaker\_1: No, I don't- I don't want it.

Speaker speaker\_0: Okay. So you want to opt out from the auto-enrollment?

Speaker speaker\_1: Yes. Yes.

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

Speaker speaker\_1: 5806.

Speaker speaker\_0: And then you said you're with Megaforce?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Geoffrey Keith White.

Speaker speaker\_0: For security purposes, can you verify the address on file, as well as the date of birth?

Speaker speaker\_1: 207 Monroe Street, Plymouth, North Carolina 27962, February 1st, 1960.

Speaker speaker\_0: Okay. 252-325-5534-

Speaker speaker\_1: 55-34.

Speaker speaker\_0: ... is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. All right. Let me go ahead and decline that. Oh, okay. And it looks like you already declined coverage, um, for the auto-enrollment. Um, so I would just disregard the, the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... text messages 'cause-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that has already been declined. Mm-hmm. Do you have anything-

Speaker speaker\_1: All right. Thanks. A lot. That's all I needed.

Speaker speaker\_0: Okay.

Speaker speaker\_1: No, thank you.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_1: All right. You too. Have a good evening. Bye-bye.