

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? Yeah, this is Damian. Uh, so I was calling to see what was this, because they sent me a text message, so I'm trying to figure out what this is. Okay. Um, what is it that the text message say? Uh, it says... Hold on. It says, "Welcome to Megaforce. If you haven't declined it, coverage o- will be... you will be automatically enrolled into them MCM Tele- TeleX plan 30 days from the first check." Okay. Um, did you recently start working with Megaforce by any chance? Oh, yes, ma'am, I have. Yes, ma'am. Okay. So, um, Megaforce auto-enrolls their members into a preventative healthcare plan called the NEC. Mm-hmm. So- Oh, okay. ... depending on if you do want to enroll into that plan and if you can- Mm-hmm. ... select additional plans like vision, dental- Okay. ... uh, one of the medical plans, is how much they would be doing out of that weekly deduction from your check. If you don't- Oh, okay. ... wish to participate, I can opt you out. Mm-hmm. Um, but if you do want to enroll, this would be your window, 30 days from the day that you receive your first paycheck. Is that something that you would like to do? No, ma'am, I don't. Okay. Um, if you wish, I can go ahead and opt you out from receiving that preventative plan. Yes, ma'am. Yes, ma'am. Because they do auto-enroll into that. Yes, ma'am. Yes, ma'am. Okay. Yes, ma'am. For that, I do need the last four of your Social. 9135. Thank you, sir. And then for security purposes, I would need you to verify your full address as well as your date of birth. Okay. 4460 Bostic Drive, Apartment 104, Greenville, North Carolina, 27834. And my date of birth was 06/09/1980. Okay, thank you for that. Is your phone number still 252-676-5273? Yes, ma'am. Okay. And then did you want to leave your file without a email address? Or do you wanna add an email- Oh, my email address is, uh, last and first. My last name- Okay. ... my first name, the number four at gmail.com. Okay. Thank you. And then due to the fact that this call's being recorded, you did say that you wanted to opt out from receiving any healthcare benefits through Megaforce- Yes, ma'am. Yes, ma'am. ... after you signed up. Okay? Yes. Yes, ma'am. Okay, I went ahead and did your declination. Um- Mm-hmm. ... it looks like we're all done. Did you have any more questions for me? Uh, no, ma'am. That's it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a great day today. Uh, you too. Thank you. 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 Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, this is Damian. Uh, so I was calling to see what was this, because they sent me a text message, so I'm trying to figure out what this is.

Speaker speaker_1: Okay. Um, what is it that the text message say?

Speaker speaker_2: Uh, it says... Hold on. It says, "Welcome to Megaforce. If you haven't dec- declined it, coverage o- will be... you will be automatically enrolled into them MCM Tele-TeleX plan 30 days from the first check."

Speaker speaker_1: Okay. Um, did you recently start working with Megaforce by any chance?

Speaker speaker_2: Oh, yes, ma'am, I have. Yes, ma'am.

Speaker speaker_1: Okay. So, um, Megaforce auto-enrolls their members into a preventative healthcare plan called the NEC.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... depending on if you do want to enroll into that plan and if you can-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... select additional plans like vision, dental-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, one of the medical plans, is how much they would be doing out of that weekly deduction from your check. If you don't-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... wish to participate, I can opt you out.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but if you do want to enroll, this would be your window, 30 days from the day that you receive your first paycheck. Is that something that you would like to do?

Speaker speaker_2: No, ma'am, I don't.

Speaker speaker_1: Okay. Um, if you wish, I can go ahead and opt you out from receiving that preventative plan.

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Because they do auto-enroll into that.

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: For that, I do need the last four of your Social.

Speaker speaker_2: 9135.

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

Speaker speaker_2: Okay. 4460 Bostic Drive, Apartment 104, Greenville, North Carolina, 27834. And my date of birth was 06/09/1980.

Speaker speaker_1: Okay, thank you for that. Is your phone number still 252-676-5273?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then did you want to leave your file without a email address? Or do you wanna add an email-

Speaker speaker_2: Oh, my email address is, uh, last and first. My last name-

Speaker speaker_1: Okay.

Speaker speaker_2: ... my first name, the number four at gmail.com.

Speaker speaker_1: Okay. Thank you. And then due to the fact that this call's being recorded, you did say that you wanted to opt out from receiving any healthcare benefits through Megaforce-

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: ... after you signed up. Okay?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: Okay, I went ahead and did your declination. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it looks like we're all done. Did you have any more questions for me?

Speaker speaker_2: Uh, no, ma'am. That's it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a great day today.

Speaker speaker_2: Uh, you too. Thank you.

Speaker speaker_1: Thank you.