

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, uh, I would, uh, like to opt out of the, uh, medical coverage from The Surge- Okay. ... that my son is on. Yes, ma'am. And I, sorry, I just need the last four of your Social. Yes, uh, it is, uh, 8752. And your first and last name, please. Yes, it's Emma Peterson. You said Emma? Yes. Peterson, okay. Um, did you just start working with them, not too long ago? Yes. Yes. Okay, 'cause you're still not in our system. I still don't see your name anywhere. Ah, okay. Well... Um, you're welc- Um, I can go ahead and do two things. We can either go ahead and create a file for you. That means you would have to give me your full Social, full address, full birth, all that information, and we can opt you out already or you're welcome to be calling throughout the week to see if we have received your file already, if you don't feel comfortable giving me that through the phone. So you can do two things; either go ahead and create a file and opt you out, uh, from the start, from scratch, or you can call throughout the week to see if we received there already, and then opt out. Um, I'll go ahead and, uh, give you my information now. Okay. All right. So, you're with Surge. I need the full Social. Yes, give me just one second. It should be, uh, 413... Real quick, let me make sure. Double check I've got it. Um, 413-873752. Okay. So I did mess up that, uh, last four. Oops. You, oh, no, you're fine. Uh, we still don't have you 'cause I entered your full Social number. Okay. So, you're not up here, and usually it tells me if somebody has that. Got it. And you said 413-873752? Mm-hmm. Okay. And that was Emma Peterson? Yes, it was. And then what's your address? It's 285 Country Lane, Ringgold, Georgia. Uh, and then the, uh, zip is 30736. And then, um, your date of birth. Yes. It's 11/19/1999, November 19th, 1999. Okay. Would you like to provide an email address? Sure. It's optional. It's emma.joy.peterson@gmail.com. And then you stated that you wanted to opt out from the auto-enrollment? Yes. Okay. So I went ahead and proceeded with your declination. You've been opted out from the auto-enrollment of Surge, so they won't make any weekly deduction or anything from your pay. Got it. Thank you so much. You're welcome. Have a nice day, ma'am. You as well.

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, uh, I would, uh, like to opt out of the, uh, medical coverage from The Surge-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that my son is on.

Speaker speaker_0: Yes, ma'am. And I, sorry, I just need the last four of your Social.

Speaker speaker_1: Yes, uh, it is, uh, 8752.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Yes, it's Emma Peterson.

Speaker speaker_0: You said Emma?

Speaker speaker_1: Yes.

Speaker speaker_0: Peterson, okay. Um, did you just start working with them, not too long ago?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay, 'cause you're still not in our system. I still don't see your name anywhere.

Speaker speaker_1: Ah, okay. Well...

Speaker speaker_0: Um, you're welc- Um, I can go ahead and do two things. We can either go ahead and create a file for you. That means you would have to give me your full Social, full address, full birth, all that information, and we can opt you out already or you're welcome to be calling throughout the week to see if we have received your file already, if you don't feel comfortable giving me that through the phone. So you can do two things; either go ahead and create a file and opt you out, uh, from the start, from scratch, or you can call throughout the week to see if we received there already, and then opt out.

Speaker speaker_1: Um, I'll go ahead and, uh, give you my information now.

Speaker speaker_0: Okay. All right. So, you're with Surge. I need the full Social.

Speaker speaker_1: Yes, give me just one second. It should be, uh, 413... Real quick, let me make sure. Double check I've got it. Um, 413-873752. Okay. So I did mess up that, uh, last four. Oops.

Speaker speaker_0: You, oh, no, you're fine. Uh, we still don't have you 'cause I entered your full Social number.

Speaker speaker_1: Okay.

Speaker speaker_0: So, you're not up here, and usually it tells me if somebody has that.

Speaker speaker_1: Got it.

Speaker speaker_0: And you said 413-873752?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And that was Emma Peterson?

Speaker speaker_1: Yes, it was.

Speaker speaker_0: And then what's your address?

Speaker speaker_1: It's 285 Country Lane, Ringgold, Georgia. Uh, and then the, uh, zip is 30736.

Speaker speaker_0: And then, um, your date of birth.

Speaker speaker_1: Yes. It's 11/19/1999, November 19th, 1999.

Speaker speaker_0: Okay. Would you like to provide an email address?

Speaker speaker_1: Sure.

Speaker speaker_0: It's optional.

Speaker speaker_1: It's emma.joy.peterson@gmail.com.

Speaker speaker_0: And then you stated that you wanted to opt out from the auto-enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I went ahead and proceeded with your declination. You've been opted out from the auto-enrollment of Surge, so they won't make any weekly deduction or anything from your pay.

Speaker speaker_1: Got it. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day, ma'am.

Speaker speaker_1: You as well.