

## **Transcript: Estefania**

**Acevedo-6259458463023104-4790033851400192**

### **Full Transcript**

One second. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, I got a, um, text message saying I've been enrolled in something, and... Mm-hmm. Okay. Um, are you currently working with a new staffing agency? Yes, with Surge. Okay, so Surge auto-enrolls their new hires into a plan called the MEC Tele RX. This plan is only a preventative plan, meaning it's only going to cover things such as a physical, some vaccines, some STD screenings, some cancer screening. But it's only going to cover your preventative services, and it will not cover doctor visits of sick, hospital visits of injured, urgent care, emergency room, nor surgeries. Um, you said you've been enrolled or that you're opting out? Yeah. It says, "Congrats on your job... They say congrats on your job with Surge. You will be auto-enrolled in MEC Tele, uh, Tele RX within, within 30 days." Yeah. So- I just called to say, I, I really don't want to be enrolled into it. Okay. So you want to opt out from the auto enrollment? Okay. So it sounds like- Yeah. ... you haven't been enrolled yet, but I can go ahead and do your declination. Um, I just need the last four numbers of your social. 0122. For security purposes, could you verify your address and date of birth? 201 Highland Avenue, Apartment C107, 12300 Anavenue. And then what was the city and state? Spartanburg, South Carolina. Perfect. Thank you. 864-814-9221 is your phone number? Yes. Thank you. All right. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment. Is that correct? Yes. Yes, ma'am. So you went ahead... I went ahead and declined that for you. Um, so you've been opted out. They won't enroll you into anything anymore. Okay. Thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Um, I got a, um, text message saying I've been enrolled in something, and...

Speaker speaker\_0: Mm-hmm. Okay. Um, are you currently working with a new staffing agency?

Speaker speaker\_1: Yes, with Surge.

Speaker speaker\_0: Okay, so Surge auto-enrolls their new hires into a plan called the MEC Tele RX. This plan is only a preventative plan, meaning it's only going to cover things such as a physical, some vaccines, some STD screenings, some cancer screening. But it's only going

to cover your preventative services, and it will not cover doctor visits of sick, hospital visits of injured, urgent care, emergency room, nor surgeries. Um, you said you've been enrolled or that you're opting out?

Speaker speaker\_1: Yeah. It says, "Congrats on your job... They say congrats on your job with Surge. You will be auto-enrolled in MEC Tele, uh, Tele RX within, within 30 days."

Speaker speaker\_0: Yeah. So-

Speaker speaker\_1: I just called to say, I, I really don't want to be enrolled into it.

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

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... you haven't been enrolled yet, but I can go ahead and do your declination. Um, I just need the last four numbers of your social.

Speaker speaker\_1: 0122.

Speaker speaker\_0: For security purposes, could you verify your address and date of birth?

Speaker speaker\_1: 201 Highland Avenue, Apartment C107, 12300 Anavenue.

Speaker speaker\_0: And then what was the city and state?

Speaker speaker\_1: Spartanburg, South Carolina.

Speaker speaker\_0: Perfect. Thank you. 864-814-9221 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto enrollment. Is that correct?

Speaker speaker\_1: Yes. Yes, ma'am.

Speaker speaker\_0: So you went ahead... I went ahead and declined that for you. Um, so you've been opted out. They won't enroll you into anything anymore.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.