

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? Yes, I got a message, uh, I just started at Megaforce talking about something that's gonna be automatically taken out of my check if I don't decline. Yeah, um- Hello? We're the healthcare administrators for staffing agents. Yes. Can you hear me? Mm-hmm. Hello? Yes. Can you hear me? Yes? Um, so te- so that message is letting you know that you have 30 days to either enroll or opt out of the auto-enrollment that Megaforce does for their new members. So they auto-enroll their members into a preventative healthcare plan that would cover, like, one physical visit a year, some vaccinations, some STD and cancer screenings, but it's only a preventative plan. No. You need... That, that's fine. I can- I go, I go to the VA. Oh, okay. Um, would you want me to- Yes. ... go ahead and opt you out from the auto-enrollment? Yes. Okay. All right, and then what are the last four of your Social? 5745. And then can I please get your first and last name? Joyce Adair, A-D-A-I-R. And for security purposes, verify your full address as well as your date of birth for me. 4970 Robin Street, Fayetteville, North Carolina, 28304 and August 17th, 1965. Thank you. Is your phone number still the 910-431-9237? Yes. And then I have your first name and then C-E-A-D-A-I-R38@gmail.com. Is that up to date? Yes. Okay, 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. Okay. I went ahead and did your declination. Um, so you have been opted out. Did you have any more questions? No. Okay, I hope you have a great day. All right, 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: Yes, I got a message, uh, I just started at Megaforce talking about something that's gonna be automatically taken out of my check if I don't decline.

Speaker speaker_1: Yeah, um-

Speaker speaker_2: Hello?

Speaker speaker_1: We're the healthcare administrators for staffing agents. Yes. Can you hear me?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Hello?

Speaker speaker_2: Yes.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes?

Speaker speaker_1: Um, so te- so that message is letting you know that you have 30 days to either enroll or opt out of the auto-enrollment that Megaforce does for their new members. So they auto-enroll their members into a preventative healthcare plan that would cover, like, one physical visit a year, some vaccinations, some STD and cancer screenings, but it's only a preventative plan.

Speaker speaker_2: No.

Speaker speaker_1: You need... That, that's fine. I can- I go, I go to the VA. Oh, okay. Um, would you want me to-

Speaker speaker_2: Yes.

Speaker speaker_1: ... go ahead and opt you out from the auto-enrollment?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, and then what are the last four of your Social?

Speaker speaker_2: 5745.

Speaker speaker_1: And then can I please get your first and last name?

Speaker speaker_2: Joyce Adair, A-D-A-I-R.

Speaker speaker_1: And for security purposes, verify your full address as well as your date of birth for me.

Speaker speaker_2: 4970 Robin Street, Fayetteville, North Carolina, 28304 and August 17th, 1965.

Speaker speaker_1: Thank you. Is your phone number still the 910-431-9237?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your first name and then C-E-A-D-A-I-R38@gmail.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, 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_2: Yes.

Speaker speaker_1: Okay. I went ahead and did your declination. Um, so you have been opted out. Did you have any more questions?

Speaker speaker_2: No.

Speaker speaker_1: Okay, I hope you have a great day.

Speaker speaker_2: All right, thank you.