

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? Um, yes, I was told to call this number. Um, I am employed through Surge. Mm-hmm. And I hear it says auto-enroll you in medicine? How do I deal with it? Uh-huh. Yes, ma'am. Did you want to enroll or did you want to opt out from the auto-enroll? I want to opt out. Okay, I just need the last four of your Social. Four, five, six, four. And your first and last name, please? Sarcola Sapp. I'm sorry, can you repeat that name? Sarcola Sapp. Okay. Can you verify your address and date of birth for security purposes? My address is 3680 County Road 52, Notasulva, Alabama, 36866. My date of birth is 2/15/1976. Is 334-40-19275... Yes, ma'am. L-a-z-a-y at yahoo.com, is that up-to-date? Yes. So, they still haven't- It's 0406... Mm-hmm. L-a-z-a-y-0-4-0-6 @yahoo.com. Yes, ma'am. Oh, okay. And I was actually going to tell you that they still haven't enrolled you into the plan. So, before they do, I'm going to go ahead and opt you out from it. Okay. And coverage has been declined, so they won't enroll you into any of the benefits. All right, thank you. Did you have any questions? No, ma'am. You're welcome. Have a nice day. You, too.

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: Um, yes, I was told to call this number. Um, I am employed through Surge.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I hear it says auto-enroll you in medicine? How do I deal with it? Uh-huh.

Speaker speaker_0: Yes, ma'am. Did you want to enroll or did you want to opt out from the auto-enroll?

Speaker speaker_1: I want to opt out.

Speaker speaker_0: Okay, I just need the last four of your Social.

Speaker speaker_1: Four, five, six, four.

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

Speaker speaker_1: Sarcola Sapp.

Speaker speaker_0: I'm sorry, can you repeat that name?

Speaker speaker_1: Sarcola Sapp.

Speaker speaker_0: Okay. Can you verify your address and date of birth for security purposes?

Speaker speaker_1: My address is 3680 County Road 52, Notasulva, Alabama, 36866. My date of birth is 2/15/1976.

Speaker speaker_0: Is 334-40-19275...

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: L-a-z-a-y at yahoo.com, is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: So, they still haven't-

Speaker speaker_1: It's 0406...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: L-a-z-a-y-0-4-0-6 @yahoo.com.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And I was actually going to tell you that they still haven't enrolled you into the plan. So, before they do, I'm going to go ahead and opt you out from it.

Speaker speaker_1: Okay.

Speaker speaker_0: And coverage has been declined, so they won't enroll you into any of the benefits.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Did you have any questions?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: You, too.