

## **Transcript: Francesca**

**Baez-5381489233805312-5817314664824832**

### **Full Transcript**

Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Um, yeah, I had a, a text message regarding being enrolled in some Rx program, and I don't need that. Okay. Do you work for any staffing company? Um, yeah, Surge. What are the last four of your Social? 2764. Your last name? Bobelenyi. B-O-B-E-L-E-N-Y-I. Please verify your mailing address and date of birth to make sure I located the correct account. Um, it's 2463 Churchill Circle, Auburn, Alabama. And, uh, what'd you ask me? The last four? 27- No, ma'am, your date of birth- Oh, 2-21-68. We have best contact 219-314-9539? Yes. I have your email as initial last name @gmail.com. Right. So 99x is a medical preventative care plan. Per your company policy, they auto-enroll the members. So since you do not want to be enrolled, I just need a verbal consent that today you would like to decline auto-enrollment with Surge and decline coverage this year not wanting it. Correct? Correct. I already have insurance. Understood. So you are all set. Their system might still send you a notification, so remember to call in. Just 'cause it doesn't have a way to filter who has already called in to call in and who has not. Okay. All right. Well, is there anything else we can assist you with today aside from that? Nope. That's it. I do hope you have a wonderful rest of your day. Thank you for your time today. You're welcome. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, yeah, I had a, a text message regarding being enrolled in some Rx program, and I don't need that.

Speaker speaker\_0: Okay. Do you work for any staffing company?

Speaker speaker\_1: Um, yeah, Surge.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 2764.

Speaker speaker\_0: Your last name?

Speaker speaker\_1: Bobelenyi. B-O-B-E-L-E-N-Y-I.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I located the correct account.

Speaker speaker\_1: Um, it's 2463 Churchill Circle, Auburn, Alabama. And, uh, what'd you ask me? The last four? 27-

Speaker speaker\_0: No, ma'am, your date of birth-

Speaker speaker\_1: Oh, 2-21-68.

Speaker speaker\_0: We have best contact 219-314-9539?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I have your email as initial last name @gmail.com.

Speaker speaker\_1: Right.

Speaker speaker\_0: So 99x is a medical preventative care plan. Per your company policy, they auto-enroll the members. So since you do not want to be enrolled, I just need a verbal consent that today you would like to decline auto-enrollment with Surge and decline coverage this year not wanting it. Correct?

Speaker speaker\_1: Correct. I already have insurance.

Speaker speaker\_0: Understood. So you are all set. Their system might still send you a notification, so remember to call in. Just 'cause it doesn't have a way to filter who has already called in to call in and who has not.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, is there anything else we can assist you with today aside from that?

Speaker speaker\_1: Nope. That's it.

Speaker speaker\_0: I do hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_0: Bye.