

## **Transcript: Franchesca**

**Baez-5681756274376704-5849757074276352**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Your Card. How may I assist you? Yes, I got a message on my phone to call- Okay. What does the message say? ... before the window closes. Huh? What does the message say? Uh, call BIC before it closes the window. Hang on, I'll pull it up and read it to you. Okay. "Congrats on your job with Surge. You will be auto- auto-enrolled in NEC Take Tel Rx within 30 days. Call BIC at the number to make changes before your window closes." I already got my- Huh. ... setup. I already got my stuff setup that- that there are no longer need you guys. Um, when you say you already got this setup, do you mean like you declined auto-enrollment already? My- my payroll goes on my card I put on Surge. Oh, okay. So that message is not related to your payroll, sir. They're advising you in regards to your personal enrollment period- Oh. ... for the health benefits they offered. As well as they're letting you know that they have a company policy of auto-enrolling new members into a medical preventative care plan, which is what that NEC is. And that in the event that you would like to decline it or enroll into different insurance, to reach out to us so that we can help. I don't want it. I really don't want it. Okay. I haven't experienced... All right. Let's look at your account to decline it then. What are the last four of your social? 8730. And the last name? McCloud. For security purposes, can you verify your mailing address for me and date of birth? 200 West Broad Street, Fort Wayne, or Frankfort, Kentucky 40601. And what else did you say? Your date of birth. 5/22/73. Thank you very much. I have that contact down as 606-963-0147, same as the one you called on. Yeah. And lastly, I have your email down as first and last name number 50 at gmail.com. Yeah. And just for the purpose of this line being recorded, you have stated you would like to be opted out of auto-enrollment and decline benefits at this moment. Correct? Correct. All right. You are all set. Their system could still send you one to two more text messages, um, just due to the fact that your personal enrollment period doesn't end until the 28th. You can simply ignore them. It just doesn't have a way to filter out whoever declines. All right. Thank you. Of course. My pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits on Your Card today. You too. Same thing. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Your Card. How may I assist you?

Speaker speaker\_1: Yes, I got a message on my phone to call-

Speaker speaker\_0: Okay. What does the message say?

Speaker speaker\_1: ... before the window closes. Huh?

Speaker speaker\_0: What does the message say?

Speaker speaker\_1: Uh, call BIC before it closes the window. Hang on, I'll pull it up and read it to you.

Speaker speaker\_0: Okay.

Speaker speaker\_1: "Congrats on your job with Surge. You will be auto- auto-enrolled in NEC Take Tel Rx within 30 days. Call BIC at the number to make changes before your window closes." I already got my-

Speaker speaker\_0: Huh.

Speaker speaker\_1: ... setup. I already got my stuff setup that- that there are no longer need you guys.

Speaker speaker\_0: Um, when you say you already got this setup, do you mean like you declined auto-enrollment already?

Speaker speaker\_1: My- my payroll goes on my card I put on Surge.

Speaker speaker\_0: Oh, okay. So that message is not related to your payroll, sir. They're advising you in regards to your personal enrollment period-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... for the health benefits they offered. As well as they're letting you know that they have a company policy of auto-enrolling new members into a medical preventative care plan, which is what that NEC is. And that in the event that you would like to decline it or enroll into different insurance, to reach out to us so that we can help.

Speaker speaker\_1: I don't want it. I really don't want it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I haven't experienced...

Speaker speaker\_0: All right. Let's look at your account to decline it then. What are the last four of your social?

Speaker speaker\_1: 8730.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: McCloud.

Speaker speaker\_0: For security purposes, can you verify your mailing address for me and date of birth?

Speaker speaker\_1: 200 West Broad Street, Fort Wayne, or Frankfort, Kentucky 40601. And what else did you say?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: 5/22/73.

Speaker speaker\_0: Thank you very much. I have that contact down as 606-963-0147, same as the one you called on.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And lastly, I have your email down as first and last name number 50 at gmail.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And just for the purpose of this line being recorded, you have stated you would like to be opted out of auto-enrollment and decline benefits at this moment. Correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. You are all set. Their system could still send you one to two more text messages, um, just due to the fact that your personal enrollment period doesn't end until the 28th. You can simply ignore them. It just doesn't have a way to filter out whoever declines.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Of course. My pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits on Your Card today.

Speaker speaker\_1: You too. Same thing. Bye-bye.

Speaker speaker\_0: Bye.