

## **Transcript: Francesca**

**Baez-5933599580405760-4833619398541312**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca How can I assist you today? Hi. I had got a text message from y'all about, um, enrolling in the Medicare RX for Surge? Yes, ma'am, so that's Surge informing you regarding their company policy of automatically enrolling their new hires into a medical preventative plan, which will be the M-E-C-K-A-R-X. They're informing you that you're able to decline it if you wish to, but you have to call in like you did today for us to process this information. As well as they're letting you know that you're in your personal enrollment period for which you're eligible to enroll into their insurance. Okay. I want to decline it. I don't want it. What are the last four of your Social? 0622. Please verify your mailing address and date of birth. 1159 O Indian Springs Road, um, May 18th, '93. We have best contact 478-297-0817. Mm-hmm. Let me show your email down as michay11@gmail.com. Yes. And for the purpose of the line being recorded, you have stated you would like to be opted out of auto enrollment with Surge and decline the insurance, correct? Correct. All right. So you are all set. Now, due to the fact that you are still early on in your personal period, you may still receive those text messages for one to two more weeks. Okay. 'Cause the system doesn't have a way to filter who already declined and who hasn't. So it still sends them to the contact list. Mm-hmm. Okay. All right. You are all set. Was there anything else aside from declining that we can help you with today? No, that'll be all. All right. Thank you so much for your time today as well as for giving us a call. Have a great day. Same to you too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca How can I assist you today?

Speaker speaker\_1: Hi. I had got a text message from y'all about, um, enrolling in the Medicare RX for Surge?

Speaker speaker\_0: Yes, ma'am, so that's Surge informing you regarding their company policy of automatically enrolling their new hires into a medical preventative plan, which will be the M-E-C-K-A-R-X. They're informing you that you're able to decline it if you wish to, but you have to call in like you did today for us to process this information. As well as they're letting you know that you're in your personal enrollment period for which you're eligible to enroll into their insurance.

Speaker speaker\_1: Okay. I want to decline it. I don't want it.

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

Speaker speaker\_1: 0622.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: 1159 O Indian Springs Road, um, May 18th, '93.

Speaker speaker\_0: We have best contact 478-297-0817.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Let me show your email down as michay11@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And for the purpose of the line being recorded, you have stated you would like to be opted out of auto enrollment with Surge and decline the insurance, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. So you are all set. Now, due to the fact that you are still early on in your personal period, you may still receive those text messages for one to two more weeks.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause the system doesn't have a way to filter who already declined and who hasn't. So it still sends them to the contact list.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: All right. You are all set. Was there anything else aside from declining that we can help you with today?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: All right. Thank you so much for your time today as well as for giving us a call. Have a great day.

Speaker speaker\_1: Same to you too.