

Transcript: Francesca

Baez-6104976907091968-5398198431039488

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today? I need to cancel the insurance. What Inc. do you work with? Serge. What are the last four of your social? 4571. Last name, please? Bough, B-A-U-G-H. First name Evva? Yeah. And lastly, could you please verify your mailing address and your date of birth for me to make sure I'm in the right account? The mailing address is PO Box 26, Shiloh, Ohio 44878. And your date of birth? March 19th, 1976. I have best contact down as 567-224-8329. Yes. And we have your email down, first initial, last name, fourfour2020@gmail.com? Yep. Then lastly, for the purp... Oh, Miss Evva, you actually have not had a coverage with Surge since 2020. Were you calling to decline out of enrollment? Yes. Okay. So go ahead and decline this year's offerings. The system could still send you text reminders or emails. You can ignore it. Okay. It just doesn't have a way to filter who already declined and who hasn't, unfortunately. Oh, s- so I can't decline through you guys 'cause it said to call the number. No, no, ma'am. I'm saying their system that sends us automated message out- Okay. ... it doesn't have a way to filter who has already declined and who hasn't. Oh, okay. Mm-hmm. Now I have a question. If someone does have the insurance because I also made a... does pay for the insurance every week or whatever, um, if... how do you get, like, your ca- like, your card and all that? Like, for the health insurance to know what your benefits are, to know what you have through them? So if it hasn't gotten to you physically at the house, then it will be you calling in to request it. Okay. So she needs to call in and request it. Because see, she tried canceling it when she had insurance, but they never did cancel it even though they told her they were going to. Sh-she, they started taking it out of her pay and, um, so she doesn't have any health insurance right now. So she's paying for this, so I'm like, "You might as well check in to see what, what you do with that." So just, she just needs to call in and request for the, like, a card and stuff? Yes, I would recommend she calls in to request a card and stuff and then they- Okay. ... will also be able to give her a summary of what the plan that she will be currently enrolled into covers. Okay. All right. I will let her know that. All right. Anything else we can assist you with today? Uh, nope. All right. And then you can also let her know we are here Monday through Fridays, 8:00 AM to 8:00 PM Eastern Time. Okay. I will let her know that. All right. Thank you so much for your time today. I hope you have a wonderful rest of your day. You too, and bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today?

Speaker speaker_1: I need to cancel the insurance.

Speaker speaker_0: What Inc. do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 4571.

Speaker speaker_0: Last name, please?

Speaker speaker_1: Bough, B-A-U-G-H.

Speaker speaker_0: First name Evva?

Speaker speaker_1: Yeah.

Speaker speaker_0: And lastly, could you please verify your mailing address and your date of birth for me to make sure I'm in the right account?

Speaker speaker_1: The mailing address is PO Box 26, Shiloh, Ohio 44878.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 19th, 1976.

Speaker speaker_0: I have best contact down as 567-224-8329.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down, first initial, last name, fourfour2020@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Then lastly, for the purp... Oh, Miss Evva, you actually have not had a coverage with Surge since 2020. Were you calling to decline out of enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So go ahead and decline this year's offerings. The system could still send you text reminders or emails. You can ignore it.

Speaker speaker_1: Okay.

Speaker speaker_0: It just doesn't have a way to filter who already declined and who hasn't, unfortunately.

Speaker speaker_1: Oh, s- so I can't decline through you guys 'cause it said to call the number.

Speaker speaker_0: No, no, ma'am. I'm saying their system that sends us automated message out-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it doesn't have a way to filter who has already declined and who hasn't.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Now I have a question. If someone does have the insurance because I also made a... does pay for the insurance every week or whatever, um, if... how do you get, like, your ca- like, your card and all that? Like, for the health insurance to know what your benefits are, to know what you have through them?

Speaker speaker_0: So if it hasn't gotten to you physically at the house, then it will be you calling in to request it.

Speaker speaker_1: Okay. So she needs to call in and request it. Because see, she tried canceling it when she had insurance, but they never did cancel it even though they told her they were going to. Sh- she, they started taking it out of her pay and, um, so she doesn't have any health insurance right now. So she's paying for this, so I'm like, "You might as well check in to see what, what you do with that." So just, she just needs to call in and request for the, like, a card and stuff?

Speaker speaker_0: Yes, I would recommend she calls in to request a card and stuff and then they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will also be able to give her a summary of what the plan that she will be currently enrolled into covers.

Speaker speaker_1: Okay. All right. I will let her know that.

Speaker speaker_0: All right. Anything else we can assist you with today?

Speaker speaker_1: Uh, nope.

Speaker speaker_0: All right. And then you can also let her know we are here Monday through Fridays, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay. I will let her know that.

Speaker speaker_0: All right. Thank you so much for your time today. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too, and bye.

Speaker speaker_0: Bye.