

Transcript: Francesca

Baez-6233898703306752-5507564570066944

Full Transcript

Thank you for calling Benefit General Program. My name is Francesca. How can I assist you today? Okay. Uh, yes, I wanted to cancel a medical insurance? Some insurance. Work insurance. All right. And which company do you work with? Uh, Surge. What are the last three of your Social and the last name? Last name is Tocchimani. The last four of Social Security number is 6473. For security purposes, could you verify your mailing address and date of birth? Mailing address is my last name, Tocchimani.jesus@yahoo.com. And then my... What? Um, so it's your mailing address, sir, where you get your mail delivered to. Your home address. Uh, 2- 2 South 635 20th Drive, Warnerville, Illinois 60555. Thank you. And what is your date of birth? April 26th, 1994. We show your contact information with the same phone number that you have called on today, 630-501-5355, with the email that you provided with me earlier today in the call. Yep. All right, so then we're just missing the verbal disclosure. Um, I do have to say I'm going to be opting you out because they haven't processed that enrollment yet, so there isn't anything to cancel. I'm going to opt you out, that will prevent them from enrolling you into anything unless you specifically request it. Okay? Okay. So with that being said, today you say that you would like to be opted out of auto-enrollment and the coverage with Surge. Correct? Correct. Yes. All right. You are all set. Um, now your personal enrollment period started this month on the 8th. So you could still be receiving a couple of text messages, automated calls or emails saying that you are going to be auto-enrolled. You can ignore them. The system doesn't have a way to filter who already opted out. So it still sends out those reminders. Sounds good. All right. Was there anything else you can associate with today aside from your declamation? No, ma'am. That'll be it. It was a pleasure. I hope you have a wonderful rest of your day. Thank you. You too. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit General Program. My name is Francesca. How can I assist you today? Okay.

Speaker speaker_1: Uh, yes, I wanted to cancel a medical insurance? Some insurance. Work insurance.

Speaker speaker_0: All right. And which company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What are the last three of your Social and the last name?

Speaker speaker_1: Last name is Tocchimani. The last four of Social Security number is 6473.

Speaker speaker_0: For security purposes, could you verify your mailing address and date of birth?

Speaker speaker_1: Mailing address is my last name, Tocchimani.jesus@yahoo.com. And then my... What?

Speaker speaker_0: Um, so it's your mailing address, sir, where you get your mail delivered to. Your home address.

Speaker speaker_1: Uh, 2- 2 South 635 20th Drive, Warnerville, Illinois 60555.

Speaker speaker_0: Thank you. And what is your date of birth?

Speaker speaker_1: April 26th, 1994.

Speaker speaker_0: We show your contact information with the same phone number that you have called on today, 630-501-5355, with the email that you provided with me earlier today in the call.

Speaker speaker_1: Yep.

Speaker speaker_0: All right, so then we're just missing the verbal disclosure. Um, I do have to say I'm going to be opting you out because they haven't processed that enrollment yet, so there isn't anything to cancel. I'm going to opt you out, that will prevent them from enrolling you into anything unless you specifically request it. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: So with that being said, today you say that you would like to be opted out of auto-enrollment and the coverage with Surge. Correct?

Speaker speaker_1: Correct. Yes.

Speaker speaker_0: All right. You are all set. Um, now your personal enrollment period started this month on the 8th. So you could still be receiving a couple of text messages, automated calls or emails saying that you are going to be auto-enrolled. You can ignore them. The system doesn't have a way to filter who already opted out. So it still sends out those reminders.

Speaker speaker_1: Sounds good.

Speaker speaker_0: All right. Was there anything else you can associate with today aside from your declamation?

Speaker speaker_1: No, ma'am. That'll be it.

Speaker speaker_0: It was a pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: You're welcome.