

Transcript: Justin

Mills-4522973688020992-5926783211847680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. I just got a text from you guys that says, uh, I will be auto-enrolled in a NAC TeleRx program. Yeah. So that text message- What did I miss? ... you received was just congratulating you on your job with Surge Staffing and letting you know that you would be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. I called, uh, like, last week or something, uh, a number they gave me and I opted out of it. So I just want to make sure that I'm still opted out, that I don't want to- Yeah. Yeah. I can verify that for you. So Surge Staffing, what's the last four of your social? 3645. And what was your first and last name? Arlo Perry III. My son works there too. He's the IV. Okay. He's, uh, mm-hmm. And for security purposes, could you verify the home address, including city, state and zip code? 4332 County Road 28, Cardington, Ohio 43315. And your date of birth? 01/16/78. And a good telephone number has 567-338-1129? Yes. And the email has arloperry@gmail? Yes. Okay. So looking at the file, checking note history, you did call back on December 9th to opt out of the benefit, so you already have been opted out. All right. That's right. I just wanted to double-check. Awesome. Well, is there anything else I could help you out with today? That'd be it. You're welcome. You have a great day. Okay? Thank you. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. I just got a text from you guys that says, uh, I will be auto-enrolled in a NAC TeleRx program.

Speaker speaker_1: Yeah. So that text message-

Speaker speaker_2: What did I miss?

Speaker speaker_1: ... you received was just congratulating you on your job with Surge Staffing and letting you know that you would be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_2: I called, uh, like, last week or something, uh, a number they gave me and I opted out of it. So I just want to make sure that I'm still opted out, that I don't want to-

Speaker speaker_1: Yeah. Yeah. I can verify that for you. So Surge Staffing, what's the last four of your social?

Speaker speaker_2: 3645.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Arlo Perry III. My son works there too. He's the IV. Okay. He's, uh, mm-hmm.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_2: 4332 County Road 28, Cardington, Ohio 43315.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/16/78.

Speaker speaker_1: And a good telephone number has 567-338-1129?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has arloperry@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So looking at the file, checking note history, you did call back on December 9th to opt out of the benefit, so you already have been opted out.

Speaker speaker_2: All right. That's right. I just wanted to double-check.

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today?

Speaker speaker_2: That'd be it.

Speaker speaker_1: You're welcome. You have a great day. Okay?

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: You're welcome. Bye-bye.