

## **Transcript: Justin**

**Mills-4603002587758592-4553646165770240**

### **Full Transcript**

Thank you for calling Benefits 100. This is Justin. How can I help you today? Uh, hi. Yes. This is Tevia Grant. I just got a text saying that I'd be auto-enrolled in the BIC. Uh, the text message you received was probably congratulating you on a job with Surge Staffing and letting you know you'll be automatically enrolled into one of their medical plans that was offered to you. You have the option to either accept it or the option to opt out of it. So your- Your phone is kind of like breaking up as you're speaking. Can you hear me better? Yeah, I can. Okay, so then I stated that the text message you received was, uh, congratulating you on your job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance. Opt out. Okay, so Surge Staffing. What's the last four of your Social? 1641. You said Chavia Grant? Yes. Okay. And for security purposes, could you verify your home address, including city, state and zip code? 215 East Dorchester Boulevard, Greenville, South Carolina 29605. And confirm your date of birth. 12/11/04. And a good telephone number have is 864-747-4086. Correct. And the email I have is marvanda.grant@gmail.com. Correct. Okay, so I'll go ahead and opt you out. Is there anything else I can help you out with today? Um, is there anything else that you can help me opt out of that I may be opted into? Uh, not that I'm aware of. Oh, okay. That was the only thing. It was the automatic enrollment Surge does. Okay. Okay. Well, that's all. Thank you so much for your help. You're welcome. You have a great day, okay? You as well. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 100. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, hi. Yes. This is Tevia Grant. I just got a text saying that I'd be auto-enrolled in the BIC.

Speaker speaker\_0: Uh, the text message you received was probably congratulating you on a job with Surge Staffing and letting you know you'll be automatically enrolled into one of their medical plans that was offered to you. You have the option to either accept it or the option to opt out of it. So your-

Speaker speaker\_1: Your phone is kind of like breaking up as you're speaking.

Speaker speaker\_0: Can you hear me better?

Speaker speaker\_1: Yeah, I can.

Speaker speaker\_0: Okay, so then I stated that the text message you received was, uh, congratulating you on your job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker\_1: Opt out.

Speaker speaker\_0: Okay, so Surge Staffing. What's the last four of your Social?

Speaker speaker\_1: 1641.

Speaker speaker\_0: You said Chavia Grant?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: 215 East Dorchester Boulevard, Greenville, South Carolina 29605.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 12/11/04.

Speaker speaker\_0: And a good telephone number have is 864-747-4086.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is marvanda.grant@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I can help you out with today?

Speaker speaker\_1: Um, is there anything else that you can help me opt out of that I may be opted into?

Speaker speaker\_0: Uh, not that I'm aware of.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: That was the only thing. It was the automatic enrollment Surge does.

Speaker speaker\_1: Okay. Okay. Well, that's all. Thank you so much for your help.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You as well.

Speaker speaker\_0: All right, bye-bye.