

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I'm calling about... I work at Surge Staffing and they're taking insurance out and I don't even have insurance. All right. What is your social? Six, four, four, seven. All right. Surge does auto enroll their employees into the MEC tele-RX plan if they do not decline the coverage. So they might, they probably auto enrolled you into that plan since you didn't decline it. What's your first name? David. Last name? Hefner. All right. For security purposes, can you verify your address and date of birth for me? 1900 South US Highway 31, Franklin, Indiana, four, six, one, three, one. Birthday is 1/23/66. Thank you. So I'm not actually seeing that they got you enrolled in any plan. Are you saying, are you saying you see any deductions or you just want to decline it before they get you auto enrolled? Right. Yes. I want to decline it before... Because last year I worked for 'em and I got this, uh, I forget what it is. Something for my taxes where they've been taking it out for insurance and I don't even have insurance through them. All right. I got that declined for you, Mr. David. Was there anything- Hang on. Let me... A 1095-C. Does that sound right? Anyway. Are you still there? Hello? Yes, sir. Mr. David, I got that declined for you. Was there anything else I can help you with today? That's it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend. You too. Bye. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, I'm calling about... I work at Surge Staffing and they're taking insurance out and I don't even have insurance.

Speaker speaker\_0: All right. What is your social?

Speaker speaker\_1: Six, four, four, seven.

Speaker speaker\_0: All right. Surge does auto enroll their employees into the MEC tele-RX plan if they do not decline the coverage. So they might, they probably auto enrolled you into that plan since you didn't decline it. What's your first name?

Speaker speaker\_1: David.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Hefner.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 1900 South US Highway 31, Franklin, Indiana, four, six, one, three, one. Birthday is 1/23/66.

Speaker speaker\_0: Thank you. So I'm not actually seeing that they got you enrolled in any plan. Are you saying, are you saying you see any deductions or you just want to decline it before they get you auto enrolled?

Speaker speaker\_1: Right. Yes. I want to decline it before... Because last year I worked for 'em and I got this, uh, I forget what it is. Something for my taxes where they've been taking it out for insurance and I don't even have insurance through them.

Speaker speaker\_0: All right. I got that declined for you, Mr. David. Was there anything-

Speaker speaker\_1: Hang on. Let me... A 1095-C. Does that sound right? Anyway. Are you still there? Hello?

Speaker speaker\_0: Yes, sir. Mr. David, I got that declined for you. Was there anything else I can help you with today?

Speaker speaker\_1: That's it. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you. Bye.