

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Enrollments. This is Pamela, how may I help you? Yes, hi. I'm calling 'cause I got a text message that I don't understand. It said that I'm enrolled- If you are the administrator of the health insurance with Different Staffing Agency, you might have received a... You just started working for Staffing Agency? Huh? Did you start working for Staffing Agency lately? Yes. Yes, Surge. Okay, so Surge will auto-enroll you in the health benefits if you don't decline. Uh... They auto-enroll you in a preventive care plan. How much is it? It's \$15.16. I have insurance already. I have, I have... So I will need... Yeah? I will need the last four digits of your Social, first and last name. I could pull up your file and decline the auto-enrollment. It's 6302. 6302. Savonna Clarke. Ms. Clarke. And what else you need? Can we please verify your complete address and date of birth for security reasons just to make sure we are in the correct file? 1308 West Washington Avenue, Las Vegas, Nevada 89106. And November 1st, 1979. Thank you for the information. We have a telephone number 702-245-1993. I'm gonna go ahead and decline the auto enrollment. Um, is there anything else I could do for you? No. Okay, thank you for giving us a call. Have a great rest of the day. You too. 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 and Enrollments. This is Pamela, how may I help you?

Speaker speaker_2: Yes, hi. I'm calling 'cause I got a text message that I don't understand. It said that I'm enrolled-

Speaker speaker_1: If you are the administrator of the health insurance with Different Staffing Agency, you might have received a... You just started working for Staffing Agency?

Speaker speaker_2: Huh?

Speaker speaker_1: Did you start working for Staffing Agency lately?

Speaker speaker_2: Yes. Yes, Surge.

Speaker speaker_1: Okay, so Surge will auto-enroll you in the health benefits if you don't decline.

Speaker speaker_2: Uh...

Speaker speaker_1: They auto-enroll you in a preventive care plan.

Speaker speaker_2: How much is it?

Speaker speaker_1: It's \$15.16.

Speaker speaker_2: I have insurance already. I have, I have...

Speaker speaker_1: So I will need...

Speaker speaker_2: Yeah?

Speaker speaker_1: I will need the last four digits of your Social, first and last name. I could pull up your file and decline the auto-enrollment.

Speaker speaker_2: It's 6302.

Speaker speaker_1: 6302.

Speaker speaker_2: Savonna Clarke.

Speaker speaker_1: Ms. Clarke.

Speaker speaker_2: And what else you need?

Speaker speaker_1: Can we please verify your complete address and date of birth for security reasons just to make sure we are in the correct file?

Speaker speaker_2: 1308 West Washington Avenue, Las Vegas, Nevada 89106. And November 1st, 1979.

Speaker speaker_1: Thank you for the information. We have a telephone number 702-245-1993. I'm gonna go ahead and decline the auto enrollment. Um, is there anything else I could do for you?

Speaker speaker_2: No.

Speaker speaker_1: Okay, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.