

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Uh, I don't know. I mean, they, they said I was supposed to call you about some, before some window close or anything like that? 'Cause I just had a, started a job with Surge. So I'm just trying to call and, and figure out what this is all about. All right. So we are the administrator for health insurance for Surge. We're letting you know that you have 30 days from the first day you start working to enroll in the benefits or decline the adult enrollment. Oh, okay. Okay. Would you like to- 'Cause I don't need... I don't need it at the moment. ... move forward with enrolling? I don't, I don't actually need it right now. Yeah. But I was just calling because I wanted to know. I understand. Um. Mm-hmm. So I will need to get, um, open your account in order to decline the adult enrollment. To d- decline the adult en- enrollment? Yes. Because if you don't want to enroll, which is o- it's fine, but they do auto enroll you in a preventive care plan. Oh, yeah. No. I, I, I don't, I don't, I don't want that. Okay. I don't need that. Well, let me get the last four digits of your Social so we can pull up your file, and your first and last name, sir. Daniel Massey. 0925. Is that Matthew? The last four- Massey. Massey. M-A-S-S-E-Y. All right. Mr. Massey, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Let's see. Uh, 5965 Palmilla, 89031 Las Vegas, Nevada. Is your ZIP code 89031? 89031. All right. We have a phone number on file, 614-623-7681 and- Yeah. ... your email is bmassey, your last name, 908 at gmail.com. Yep. That's it. All right. I went ahead and declined the adult enrollment. Is there anything else I could do for you, sir? Uh, no, no. You, you, you helped me out a lot. I'm, I'm glad I... I, I wouldn't have noticed that. All right. Thank you. I'm glad I called. . Thank you. All right. Thank you for giving us a happy holiday. You have a great day. Happy holidays. Okay. Happy holidays to you. All right. Buh-bye. Thank you so much.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, I don't know. I mean, they, they said I was supposed to call you about some, before some window close or anything like that? 'Cause I just had a, started a job with Surge. So I'm just trying to call and, and figure out what this is all about.

Speaker speaker_1: All right. So we are the administrator for health insurance for Surge. We're letting you know that you have 30 days from the first day you start working to enroll in the benefits or decline the adult enrollment.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: Would you like to-

Speaker speaker_2: 'Cause I don't need... I don't need it at the moment.

Speaker speaker_1: ... move forward with enrolling?

Speaker speaker_2: I don't, I don't actually need it right now. Yeah. But I was just calling because I wanted to know.

Speaker speaker_1: I understand. Um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I will need to get, um, open your account in order to decline the adult enrollment.

Speaker speaker_2: To d- decline the adult en- enrollment?

Speaker speaker_1: Yes. Because if you don't want to enroll, which is o- it's fine, but they do auto enroll you in a preventive care plan.

Speaker speaker_2: Oh, yeah. No. I, I, I don't, I don't, I don't want that.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't need that.

Speaker speaker_1: Well, let me get the last four digits of your Social so we can pull up your file, and your first and last name, sir.

Speaker speaker_2: Daniel Massey. 0925.

Speaker speaker_1: Is that Matthew? The last four-

Speaker speaker_2: Massey. Massey. M-A-S-S-E-Y.

Speaker speaker_1: All right. Mr. Massey, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Let's see.

Speaker speaker_2: Uh, 5965 Palmilla, 89031 Las Vegas, Nevada.

Speaker speaker_1: Is your ZIP code 89031?

Speaker speaker_2: 89031.

Speaker speaker_1: All right. We have a phone number on file, 614-623-7681 and-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... your email is bmassey, your last name, 908 at gmail.com.

Speaker speaker_2: Yep. That's it.

Speaker speaker_1: All right. I went ahead and declined the adult enrollment. Is there anything else I could do for you, sir?

Speaker speaker_2: Uh, no, no. You, you, you helped me out a lot. I'm, I'm glad I... I, I wouldn't have noticed that.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: I'm glad I called.

Speaker speaker_1: .

Speaker speaker_2: Thank you.

Speaker speaker_1: All right. Thank you for giving us a happy holiday.

Speaker speaker_2: You have a great day.

Speaker speaker_1: Happy holidays.

Speaker speaker_2: Okay. Happy holidays to you.

Speaker speaker_1: All right. Buh-bye.

Speaker speaker_2: Thank you so much.