

Transcript: Pamela

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Full Transcript

... benefits in a car. This is Pamela speaking. How may I help you? Hey, I just... I got a text about our being auto-enrolled in insurance from Surge a little bit ago. I just wanted to call and un-enroll in that. May I have the last four digits of your Social so I can pull up your file? 0459. Hmm. And what's your first and last name, sir? William Austin. You said William? Uh, William, W-I-L-L-I-A-M. And the last name? Austin, A-U-S-T-I-N. Can you verify your address and date of birth for security reasons to make sure I am in the correct file? Yeah, i- it could be two. Do you want me to list off those? Excuse me? It might... Uh, I'm, I just moved over here, uh, to where I'm at. Uh, it could be my old address or my new one. Do you want me to just list off those? Let's try the old one. Uh, i- it'd be in Georgia. Is it... Uh, do you have an Alabama? Uh-huh. Yes. It's an Alabama address? Yes. It's 193 County Road 497, Cullman, Alabama. Okay. And the ZIP code? 35055. Okay. We have a phone number on file, 770-658-4316. That's me. And your email as well, austin312@gmail.com? Yes, ma'am. But they have you on the file as a Will, not William. Yeah, it's... That, that's just what I go by. I'm sorry. Okay. No problem. All right, I'm gonna- I figured if it was Surge's file, they had my full name. Okay. So, um, I'm going to go ahead and decline the auto-enrollment. Is there anything else that you need help with? Uh, no. I, I would, uh, like later... It'll be a couple years, but, uh, I'll be off my parents' insurance. How would I go about re-enrolling later down the line? When that happens, that will be considered a qualified life event. Then you have 30 days from that, uh, situation to give us a call and provide the proof- Okay, sounds good. ... that you no longer have your parent's, um- All right. That sounds awesome. ... insurance. But it has to be within the 30 days. Okay. All right. Anything else? Or we- Oh, so it'd be... Uh, just, just to clarify, it'd be 30 days after my, uh, birthday? No, when you lose the coverage. No. Okay, so just whenever... Oh, I'll have to talk to my parents about that. Um, but- No problem. Anything else? ... it's not for a couple years, so I don't really need to worry about it. Okay. No problem. Anything else? Uh, no, thank you. I think that's it. Thank you. Thank you. You have a good one. You too, sir. Bye.

Conversation Format

Speaker speaker_0: ... benefits in a car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, I just... I got a text about our being auto-enrolled in insurance from Surge a little bit ago. I just wanted to call and un-enroll in that.

Speaker speaker_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 0459. Hmm.

Speaker speaker_2: And what's your first and last name, sir?

Speaker speaker_1: William Austin.

Speaker speaker_2: You said William?

Speaker speaker_1: Uh, William, W-I-L-L-I-A-M.

Speaker speaker_2: And the last name?

Speaker speaker_1: Austin, A-U-S-T-I-N.

Speaker speaker_2: Can you verify your address and date of birth for security reasons to make sure I am in the correct file?

Speaker speaker_1: Yeah, i- it could be two. Do you want me to list off those?

Speaker speaker_2: Excuse me?

Speaker speaker_1: It might... Uh, I'm, I just moved over here, uh, to where I'm at. Uh, it could be my old address or my new one. Do you want me to just list off those?

Speaker speaker_2: Let's try the old one.

Speaker speaker_1: Uh, i- it'd be in Georgia. Is it... Uh, do you have an Alabama?

Speaker speaker_2: Uh-huh. Yes.

Speaker speaker_1: It's an Alabama address?

Speaker speaker_2: Yes.

Speaker speaker_1: It's 193 County Road 497, Cullman, Alabama.

Speaker speaker_2: Okay. And the ZIP code?

Speaker speaker_1: 35055.

Speaker speaker_2: Okay. We have a phone number on file, 770-658-4316.

Speaker speaker_1: That's me.

Speaker speaker_2: And your email as well, austin312@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: But they have you on the file as a Will, not William.

Speaker speaker_1: Yeah, it's... That, that's just what I go by. I'm sorry.

Speaker speaker_2: Okay. No problem. All right, I'm gonna-

Speaker speaker_1: I figured if it was Surge's file, they had my full name.

Speaker speaker_2: Okay. So, um, I'm going to go ahead and decline the auto-enrollment. Is there anything else that you need help with?

Speaker speaker_1: Uh, no. I, I would, uh, like later... It'll be a couple years, but, uh, I'll be off my parents' insurance. How would I go about re-enrolling later down the line?

Speaker speaker_2: When that happens, that will be considered a qualified life event. Then you have 30 days from that, uh, situation to give us a call and provide the proof-

Speaker speaker_1: Okay, sounds good.

Speaker speaker_2: ... that you no longer have your parent's, um-

Speaker speaker_1: All right. That sounds awesome.

Speaker speaker_2: ... insurance. But it has to be within the 30 days.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Anything else? Or we-

Speaker speaker_1: Oh, so it'd be... Uh, just, just to clarify, it'd be 30 days after my, uh, birthday?

Speaker speaker_2: No, when you lose the coverage.

Speaker speaker_1: No. Okay, so just whenever... Oh, I'll have to talk to my parents about that. Um, but-

Speaker speaker_2: No problem. Anything else?

Speaker speaker_1: ... it's not for a couple years, so I don't really need to worry about it.

Speaker speaker_2: Okay. No problem. Anything else?

Speaker speaker_1: Uh, no, thank you. I think that's it.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you. You have a good one.

Speaker speaker_0: You too, sir.

Speaker speaker_1: Bye.