

## **Transcript: VICTORIA**

**Taylor-4515320596578304-6422184204746752**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Uh, my, uh, Surge, the company that I work for, the staffing company, sent me a text for me to call this number and what the enrollment is for, insurance? Yes, ma'am. Um, I know that they automatically enroll you into one of the medical plans they offer unless you opt out beforehand. Well, I did opt out on the computer, but, uh, I don't know whether it, you know, went through. Uh, is there any kind of way you could check? Yeah. I could do that for you. What's the last four of your Social? 6336. And your first and last name? First name is Eugenia. Last name is Cunningham. And do you mind verifying your address and date of birth? 218 East Simon Terrace, Northwest Atlanta, Georgia 30318. Date of birth is 02/11/1958. All right. Phone number 678-789-3740? Yes. Okay. And is a good email fred2345@yahoo.com? Yes. Okay. All right. Yes. It looks like you did decline coverage, so you are good to go from here. You... Was it a text message that you got? Uh, yes. I have received a text message from Surge. Oh, okay. Yeah. That's just an automated text sent out to everybody. Okay. But, um, like I said, you went ahead and declined it, so you should be good to go. Okay. Oh, thank you. You're welcome. Have a good day. You too. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes. Uh, my, uh, Surge, the company that I work for, the staffing company, sent me a text for me to call this number and what the enrollment is for, insurance?

Speaker speaker\_0: Yes, ma'am. Um, I know that they automatically enroll you into one of the medical plans they offer unless you opt out beforehand.

Speaker speaker\_1: Well, I did opt out on the computer, but, uh, I don't know whether it, you know, went through. Uh, is there any kind of way you could check?

Speaker speaker\_0: Yeah. I could do that for you. What's the last four of your Social?

Speaker speaker\_1: 6336.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: First name is Eugenia. Last name is Cunningham.

Speaker speaker\_0: And do you mind verifying your address and date of birth?

Speaker speaker\_1: 218 East Simon Terrace, Northwest Atlanta, Georgia 30318. Date of birth is 02/11/1958.

Speaker speaker\_0: All right. Phone number 678-789-3740?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And is a good email fred2345@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right. Yes. It looks like you did decline coverage, so you are good to go from here. You... Was it a text message that you got?

Speaker speaker\_1: Uh, yes. I have received a text message from Surge.

Speaker speaker\_0: Oh, okay. Yeah. That's just an automated text sent out to everybody.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But, um, like I said, you went ahead and declined it, so you should be good to go.

Speaker speaker\_1: Okay. Oh, thank you.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye.