

Transcript: VICTORIA

Taylor-4578296115544064-4606196894187520

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yeah, I got a text message that said call us now. Uh, I'm not sure what it's about. Um, I started through Surge. Okay. So we administer their medical insurance and I know that they will automatically enroll you into one of the plans unless you opt out beforehand. Yeah, I don't want to be in any of it. Okay. Have you already opted out or do you need me to do that for you? I need you to do that for me, please. Okay. What's the last four of your social? 7591. All right. And, uh, your first and last name? Michael Townsend. Have you received your, uh, first paycheck from them yet? Yeah, I've received two now. Okay. Okay, gotcha. I found your file. And, uh, do you mind verifying your address and date of birth? Uh, 415 Wade Street, Rainsville, Alabama, and 8/24/89. All right. Phone number 256-717-4772? Yes, ma'am. And then, uh, email is townsendmike836@gmail.com? Yes, ma'am. All right. I will go ahead and opt you out of the auto-enrollment and decline coverage, and you should be good to go. So is that what's showing up on my check stub as eFICA and eMed? No, that sounds like, um, deductions made by the government. Okay. Yeah. Do you need help- Okay, thank you. ... with anything else? That'll be it. Okay. Have a wonderful day. Thank you. Thank you. 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: Uh, yeah, I got a text message that said call us now. Uh, I'm not sure what it's about. Um, I started through Surge.

Speaker speaker_0: Okay. So we administer their medical insurance and I know that they will automatically enroll you into one of the plans unless you opt out beforehand.

Speaker speaker_1: Yeah, I don't want to be in any of it.

Speaker speaker_0: Okay. Have you already opted out or do you need me to do that for you?

Speaker speaker_1: I need you to do that for me, please.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 7591.

Speaker speaker_0: All right. And, uh, your first and last name?

Speaker speaker_1: Michael Townsend.

Speaker speaker_0: Have you received your, uh, first paycheck from them yet?

Speaker speaker_1: Yeah, I've received two now.

Speaker speaker_0: Okay. Okay, gotcha. I found your file. And, uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 415 Wade Street, Rainsville, Alabama, and 8/24/89.

Speaker speaker_0: All right. Phone number 256-717-4772?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then, uh, email is townsendmike836@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I will go ahead and opt you out of the auto-enrollment and decline coverage, and you should be good to go.

Speaker speaker_1: So is that what's showing up on my check stub as eFICA and eMed?

Speaker speaker_0: No, that sounds like, um, deductions made by the government.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. Do you need help-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: ... with anything else?

Speaker speaker_1: That'll be it.

Speaker speaker_0: Okay. Have a wonderful day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Bye-bye.