

Transcript: VICTORIA

Taylor-4647810295447552-5360928847872000

Full Transcript

Thank you for calling Benefits by Cart. This is Victoria. How can I help you? Uh, I just, uh, sending out an application through Surge. And they were, uh, and they said something about, uh, I gotta call y'all phone number to opt out, uh, coverage. I just called them just to see what that was about. Okay. Yeah, so Surge Staffing will automatically enroll you into one of their medical plans unless you opt out beforehand. Um, have you received your first paycheck yet? Uh, no, I just, um, just finished getting down my application but now I ain't started working yet. Okay. And are you wanting to decline the coverage? Yeah, I'm gonna decline the coverage for now. Okay. So what I need to do on my end is make a file for you and then once I get it made, I'll be able to decline it. Yes, ma'am. What's your, uh, first and last name? Dearrian Clarke. Do you mind spelling your first name? D-E-I-A-R-R-I-A-N. D-E-I-A-R-R- I-A-N. I-A-N. Okay. And do you spell your last name C-L-A-R-K-E or without the E? Without the E. Okay. And then your full social? Uh, 6-6-8-18-68-57. All right. And then date of birth. 12/14/2002. And your full mailing address? My email address? Like your physical address. Oh, 4464 Vinson Avenue. Uh, 4464, what was, it was Quincy Avenue? Vinson, V-I-N-S-O-N Avenue. Okay. And then what's the city, state and zip code? Um, Macon, Georgia, 31206. Just to make sure I spelled the city right, it's M-A-C-O-N? Yes, ma'am. Okay. And then phone number is the same number you're calling from? Yes, ma'am. And lastly, what would be a good email? Um, DearrianC9, it's my first name with C9, @gmail.com. All right. So first name the letter C and then the number 9@gmail.com? Yes, ma'am. Okay. Give me just a few seconds. And you did say Surge, right? Yeah, ma'am. Okay. All righty. So I got your file made and declined coverage, so you are good to go from here. All right. Thank you. You're welcome. Have a wonderful day. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits by Cart. This is Victoria. How can I help you?

Speaker speaker_1: Uh, I just, uh, sending out an application through Surge. And they were, uh, and they said something about, uh, I gotta call y'all phone number to opt out, uh, coverage. I just called them just to see what that was about.

Speaker speaker_0: Okay. Yeah, so Surge Staffing will automatically enroll you into one of their medical plans unless you opt out beforehand. Um, have you received your first paycheck yet?

Speaker speaker_1: Uh, no, I just, um, just finished getting down my application but now I ain't started working yet.

Speaker speaker_0: Okay. And are you wanting to decline the coverage?

Speaker speaker_1: Yeah, I'm gonna decline the coverage for now.

Speaker speaker_0: Okay. So what I need to do on my end is make a file for you and then once I get it made, I'll be able to decline it.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What's your, uh, first and last name?

Speaker speaker_1: Dearrian Clarke.

Speaker speaker_0: Do you mind spelling your first name?

Speaker speaker_1: D-E-I-A-R-R-I-A-N.

Speaker speaker_0: D-E-I-A-R-R-

Speaker speaker_1: I-A-N.

Speaker speaker_0: I-A-N. Okay. And do you spell your last name C-L-A-R-K-E or without the E?

Speaker speaker_1: Without the E.

Speaker speaker_0: Okay. And then your full social?

Speaker speaker_1: Uh, 6-6-8-18-68-57.

Speaker speaker_0: All right. And then date of birth.

Speaker speaker_1: 12/14/2002.

Speaker speaker_0: And your full mailing address?

Speaker speaker_1: My email address?

Speaker speaker_0: Like your physical address.

Speaker speaker_1: Oh, 4464 Vinson Avenue.

Speaker speaker_0: Uh, 4464, what was, it was Quincy Avenue?

Speaker speaker_1: Vinson, V-I-N-S-O-N Avenue.

Speaker speaker_0: Okay. And then what's the city, state and zip code?

Speaker speaker_1: Um, Macon, Georgia, 31206.

Speaker speaker_0: Just to make sure I spelled the city right, it's M-A-C-O-N?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then phone number is the same number you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And lastly, what would be a good email?

Speaker speaker_1: Um, DearrianC9, it's my first name with C9, @gmail.com.

Speaker speaker_0: All right. So first name the letter C and then the number 9@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me just a few seconds. And you did say Surge, right?

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Okay. All righty. So I got your file made and declined coverage, so you are good to go from here.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye.