

Transcript: VICTORIA

Taylor-4716846118649856-5464605478141952

Full Transcript

Hello? Hello? Hi, how can I help you? Yes, I just, um, I'm here at Surge, and I had, um, just finished doing the, uh, onboarding, and I already have, uh, insurance through Marketplace, and I don't want the insurance that y'all have. I wanna opt out of it. Somebody said that, um, y'all could, uh, cancel it for me. Okay. And you are just in the onboard- onboarding process? Yeah. She said she should be able to pull it up right after I got done. Okay. Uh, let me see. What is the last four of your social? 8096. And your first and last name? Kristina Brown. I don't have a file for you, but I can make one, and then just opt you out- Okay. ... from there. Okay. Did you say your first name is Christina? Yeah, with a K. Okay. Let me just make sure I'm spelling this correctly. K-H-R-I-N-T-I- Uh-uh. Mm-mm. K-R-I-S-P-I-N-A. K-R-I-S-T-I-A-N-A? N-A. T-I-N-A. Okay. So K-R-I-S-T-I-N-A? Yes. All right, and your full social? 252-35-8096. Date of birth? 4566. And then mailing address. 227 Brumbelow, B-R-U-M-B-E-L-O-W Road, Apartment D as in dog, Six, Carrollton, Georgia. The zip code? 30117. Okay. Let me just make sure I got it right. 227 B-R-U-M-B-E-L-O-W Road- No. ... Apartment D- It's, uh, B-R-U-M-B-E-L-O-W Road. Okay. Uh, i- looks like what I have, B-R-U-M-B-E-L-O-W Road. Right. Okay. Apartment D6? Mm-hmm. D as in dog. Yes. And the phone number that you're, uh, calling from, is that the best phone number for you? It is. Mm-hmm. And then what would be a good email? Um, K-R-I-S-T-I-N-A, B as in boy, 4566@outlook.com. Okay. Give me one second. Okay. All righty. You got your file made and declined coverage, so you're good to go. Um- Okay. ... now you still may receive a text message reminder that is sent out to all new hires advising- Mm-hmm. ... of the auto-enrollment, um, but you can disregard it since we're declining coverage today. Okay. Yeah, I've got, I've already got Marketplace, and I don't want it affected 'cause it pays pretty much for everything I've got, so. Okay. Well, like I said, it's already declined, so if you get that text message, just disregard it. It's been taken care of. Okay. All right, thank you so much. You're welcome. All right. You have a good one. Buh-bye. You too.

Conversation Format

Speaker speaker_0: Hello? Hello?

Speaker speaker_1: Hi, how can I help you?

Speaker speaker_0: Yes, I just, um, I'm here at Surge, and I had, um, just finished doing the, uh, onboarding, and I already have, uh, insurance through Marketplace, and I don't want the insurance that y'all have. I wanna opt out of it. Somebody said that, um, y'all could, uh, cancel it for me.

Speaker speaker_1: Okay. And you are just in the onboard- onboarding process?

Speaker speaker_0: Yeah. She said she should be able to pull it up right after I got done.

Speaker speaker_1: Okay. Uh, let me see. What is the last four of your social?

Speaker speaker_0: 8096.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Kristina Brown.

Speaker speaker_1: I don't have a file for you, but I can make one, and then just opt you out-

Speaker speaker_0: Okay.

Speaker speaker_1: ... from there.

Speaker speaker_0: Okay.

Speaker speaker_1: Did you say your first name is Christina?

Speaker speaker_0: Yeah, with a K.

Speaker speaker_1: Okay. Let me just make sure I'm spelling this correctly. K-H-R-I-N-T-I-

Speaker speaker_0: Uh-uh. Mm-mm. K-R-I-S-P-I-N-A.

Speaker speaker_1: K-R-I-S-T-I-A-N-A?

Speaker speaker_0: N-A. T-I-N-A.

Speaker speaker_1: Okay. So K-R-I-S-T-I-N-A?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, and your full social?

Speaker speaker_0: 252-35-8096.

Speaker speaker_1: Date of birth?

Speaker speaker_0: 4566.

Speaker speaker_1: And then mailing address.

Speaker speaker_0: 227 Brumbelow, B-R-U-M-B-E-L-O-W Road, Apartment D as in dog, Six, Carrollton, Georgia.

Speaker speaker_1: The zip code?

Speaker speaker_0: 30117.

Speaker speaker_1: Okay. Let me just make sure I got it right. 227 B-R-U-M-B-E-L-O-W Road-

Speaker speaker_0: No.

Speaker speaker_1: ... Apartment D-

Speaker speaker_0: It's, uh, B-R-U-M-B-E-L-O-W Road.

Speaker speaker_1: Okay. Uh, i- looks like what I have, B-R-U-M-B-E-L-O-W Road.

Speaker speaker_0: Right.

Speaker speaker_1: Okay. Apartment D6?

Speaker speaker_0: Mm-hmm. D as in dog. Yes.

Speaker speaker_1: And the phone number that you're, uh, calling from, is that the best phone number for you?

Speaker speaker_0: It is. Mm-hmm.

Speaker speaker_1: And then what would be a good email?

Speaker speaker_0: Um, K-R-I-S-T-I-N-A, B as in boy, 4566@outlook.com.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_0: Okay.

Speaker speaker_1: All righty. You got your file made and declined coverage, so you're good to go. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... now you still may receive a text message reminder that is sent out to all new hires advising-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... of the auto-enrollment, um, but you can disregard it since we're declining coverage today.

Speaker speaker_0: Okay. Yeah, I've got, I've already got Marketplace, and I don't want it affected 'cause it pays pretty much for everything I've got, so.

Speaker speaker_1: Okay. Well, like I said, it's already declined, so if you get that text message, just disregard it. It's been taken care of.

Speaker speaker_0: Okay. All right, thank you so much.

Speaker speaker_1: You're welcome.

Speaker speaker_0: All right. You have a good one. Buh-bye.

Speaker speaker_1: You too.