

## **Transcript: VICTORIA**

**Taylor-4847476478885888-4674168173150208**

### **Full Transcript**

Thank you for calling Benefit Bits on a Card. This is Victoria. How can I help you? Yeah, I got a call, something about a job from Surge? Okay. Um, so this is not about the actual job assignments. This is for the, uh, medical insurance that Surge offers. Um, I know that they will automatically enroll you into one of the plans unless you opt out beforehand. Yeah, I'm gonna have to opt out 'cause I didn't get a job through them yet. Okay. Uh, let me pull up your file so I can decline it. What's the, uh, last four of your social? 7325. And, uh, your first and last name? Uh, Thomas Frock, F-R-O-C-K. Okay. Uh, do you mind verifying your address and date of birth? Okay. My address is 315 South Burnett Road, Apartment 210, Springfield, Ohio 45505, and my birthday is 3-11-1981. Okay. And then phone number 937-206-8532? Yeah. And then email is last name, first name 02 at gmail.com? Yeah. Okay. All righty. I will go ahead and decline the coverage for you. Um, if you do end up getting a job with them and decide to get enrolled, um, just so you know, they typically give you 30 days from the date of your first check to get enrolled into Benefits. Uh, but again, I went ahead and declined it for now, so you're good to go from here. All right. What if they get a job lined up for me since they're offering the benefits? Uh, like I said, we don't handle anything to do with the job assignments. You'll have to speak to them directly about that. We just administer, uh, their medical insurance. Oh, okay. Well, thank you anyways. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yeah, I got a call, something about a job from Surge?

Speaker speaker\_0: Okay. Um, so this is not about the actual job assignments. This is for the, uh, medical insurance that Surge offers. Um, I know that they will automatically enroll you into one of the plans unless you opt out beforehand.

Speaker speaker\_1: Yeah, I'm gonna have to opt out 'cause I didn't get a job through them yet.

Speaker speaker\_0: Okay. Uh, let me pull up your file so I can decline it. What's the, uh, last four of your social?

Speaker speaker\_1: 7325.

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

Speaker speaker\_1: Uh, Thomas Frock, F-R-O-C-K.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Okay. My address is 315 South Burnett Road, Apartment 210, Springfield, Ohio 45505, and my birthday is 3-11-1981.

Speaker speaker\_0: Okay. And then phone number 937-206-8532?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then email is last name, first name 02 at gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All righty. I will go ahead and decline the coverage for you. Um, if you do end up getting a job with them and decide to get enrolled, um, just so you know, they typically give you 30 days from the date of your first check to get enrolled into Benefits. Uh, but again, I went ahead and declined it for now, so you're good to go from here.

Speaker speaker\_1: All right. What if they get a job lined up for me since they're offering the benefits?

Speaker speaker\_0: Uh, like I said, we don't handle anything to do with the job assignments. You'll have to speak to them directly about that. We just administer, uh, their medical insurance.

Speaker speaker\_1: Oh, okay. Well, thank you anyways.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye-bye.