

Transcript: VICTORIA

Taylor-4886012456124416-6240493609467904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, my name is Susana Sango. I see a message for send me. You got a message? Yeah. So, um, it say, "Congratulation for your job with Surg- Surgej, you will be auto..." And it give me the numbers. What's the name of the agency you work through? Uh, Surgj. Surgj? Mm-hmm. And the last four of your Social? Uh, 5451. 5451? Mm-hmm. Okay. And I'm sorry, your first and last name again? What? Your first and last name again? My name's Susana Sango. Susana Sango. Okay. Do you mind verifying your address and date of birth? 800 . My birthday is January 4th, 2000. Phone number is 317-746-3364. Correct. And then email is firstandlastname77@gmail.com. Mm-hmm. Okay. So, Surg Staffing automatically enrolls members into one of the medical plans that they offer unless you opt out beforehand. Hmm. Okay. Are you wanting to opt out of that? Yeah. You are? Yes, I was. Okay. I will go ahead and decline the coverage for you. Do you need help with anything else? Mm-hmm. I'm sorry, do you need help with anything else? No, uh-uh. I'm fine. Okay. You have a wonderful day. Okay. Do you need me to disconnect the call?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Yes, my name is Susana Sango. I see a message for send me.

Speaker speaker_0: You got a message?

Speaker speaker_1: Yeah. So, um, it say, "Congratulation for your job with Surg- Surgej, you will be auto..." And it give me the numbers.

Speaker speaker_0: What's the name of the agency you work through?

Speaker speaker_1: Uh, Surgj.

Speaker speaker_0: Surgj?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 5451.

Speaker speaker_0: 5451?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And I'm sorry, your first and last name again?

Speaker speaker_1: What?

Speaker speaker_0: Your first and last name again?

Speaker speaker_1: My name's Susana Sango. Susana Sango.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 800 . My birthday is January 4th, 2000.

Speaker speaker_0: Phone number is 317-746-3364.

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is firstandlastname77@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So, Surg Staffing automatically enrolls members into one of the medical plans that they offer unless you opt out beforehand.

Speaker speaker_1: Hmm. Okay.

Speaker speaker_0: Are you wanting to opt out of that?

Speaker speaker_1: Yeah.

Speaker speaker_0: You are?

Speaker speaker_1: Yes, I was.

Speaker speaker_0: Okay. I will go ahead and decline the coverage for you. Do you need help with anything else?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I'm sorry, do you need help with anything else?

Speaker speaker_1: No, uh-uh. I'm fine.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need me to disconnect the call?