

## **Transcript: VICTORIA**

**Taylor-4909388305317888-5880335590014976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I'll see, uh- HealthCare One Benefits Center. How can I help you? Yes. I'm calling about, um... I'm with Surge and, um, they said something about, um, call this number within 30 days, MAC. Is it Medicaid? That be coming out of Medicare and Medicaid or something be coming out of my check because I was, got hired on with Surge. Let me see what's- Okay. Um, it's not Medicaid or Medicare, but it is a medical plan that they automatically enroll you into. Are you wanting to opt out? Yeah, I do, because I have insurance and I just work on the weekends at the Marriott. I don't make that much money for them to be taking out anything. Okay. Uh, what is the last four of your Social? 9585. And your first and last name? Najon Wilson. Okay. Do you mind verifying your address and date of birth? 22-, uh, uh, 11-25-62 is my date of birth. I was trying to think, "What's the address?" 223 County Road 538, Marbury, 36051. Okay. And then phone number is 334-518-0009. 518-518-0069. And then email is just first and last name @gmail? Yes. Okay. I will go ahead and decline it, and you're good to go from here. Okay. Thank you very much. You're welcome. Have a good day. Mm-hmm. You too. I don't make that much money for them to be taking out anything. You know, automatic put somebody in something.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: I'll see, uh-

Speaker speaker\_2: HealthCare One Benefits Center. How can I help you?

Speaker speaker\_3: Yes. I'm calling about, um... I'm with Surge and, um, they said something about, um, call this number within 30 days, MAC. Is it Medicaid? That be coming out of Medicare and Medicaid or something be coming out of my check because I was, got hired on with Surge. Let me see what's-

Speaker speaker\_2: Okay. Um, it's not Medicaid or Medicare, but it is a medical plan that they automatically enroll you into. Are you wanting to opt out?

Speaker speaker\_3: Yeah, I do, because I have insurance and I just work on the weekends at the Marriott. I don't make that much money for them to be taking out anything.

Speaker speaker\_2: Okay. Uh, what is the last four of your Social?

Speaker speaker\_3: 9585.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_3: Najon Wilson.

Speaker speaker\_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_3: 22-, uh, uh, 11-25-62 is my date of birth. I was trying to think, "What's the address?" 223 County Road 538, Marbury, 36051.

Speaker speaker\_2: Okay. And then phone number is 334-518-0009.

Speaker speaker\_3: 518-518-0069.

Speaker speaker\_2: And then email is just first and last name @gmail?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay. I will go ahead and decline it, and you're good to go from here.

Speaker speaker\_3: Okay. Thank you very much.

Speaker speaker\_2: You're welcome. Have a good day.

Speaker speaker\_3: Mm-hmm. You too. I don't make that much money for them to be taking out anything. You know, automatic put somebody in something.