

Transcript: VICTORIA

Taylor-5942855431536640-6318130178736128

Full Transcript

Thank you for calling Benefit Plan Card. This is Victoria. How can I help you? Oh, hi. I'm calling about, um, an enrollment. Um, I just got, um, just was employed to this job and, um, I got a text message saying now I'm automatically enrolled in a, I don't know, some type of benefits plan or... Y- but I never enrolled in a plan, though. This says I'm automatically enrolled. Okay. What's the name of the agency you work for? Um, I was hired through, I think it's called Surge, S-U-R-G-E. Okay. So Surge, with all new hires, they will automatically enroll, um, new hires into one of the medical plans unless you opt out- No. ... beforehand. Um, they typically- Oh, I had, I actually... Okay. I opted out actually when I applied. I told them, I said, "I don't need it." And they, I thought they had done it there at the time when they did my paperwork at Surge. I told them I wanted to opt out of it. Okay. And they may have. It's just a general text message that's sent to every new hire, but I can pull up your file to verify. Okay. What's the, um, last four of your Social? 9025. Your first and last name? Patricia James. Okay. Do you mind verifying your address and date of birth? Uh, 29902 Windsor Lane, Harvest, Alabama. And your date of birth? 07-23-63. Okay. Phone number 256-656-4459. Yes, ma'am. Email is patanne147 at gmail. Yes. Okay. Um, let's see. I don't see that it was declined, but I can go ahead and decline it on my end. Oh, that would be great. Was there anything else you might need help with? No, that'll be all. Okay. You have a wonderful day. Thank you, ma'am. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Plan Card. This is Victoria. How can I help you?

Speaker speaker_1: Oh, hi. I'm calling about, um, an enrollment. Um, I just got, um, just was employed to this job and, um, I got a text message saying now I'm automatically enrolled in a, I don't know, some type of benefits plan or... Y- but I never enrolled in a plan, though. This says I'm automatically enrolled.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, I was hired through, I think it's called Surge, S-U-R-G-E.

Speaker speaker_0: Okay. So Surge, with all new hires, they will automatically enroll, um, new hires into one of the medical plans unless you opt out-

Speaker speaker_1: No.

Speaker speaker_0: ... beforehand. Um, they typically-

Speaker speaker_1: Oh, I had, I actually... Okay. I opted out actually when I applied. I told them, I said, "I don't need it." And they, I thought they had done it there at the time when they did my paperwork at Surge. I told them I wanted to opt out of it.

Speaker speaker_0: Okay. And they may have. It's just a general text message that's sent to every new hire, but I can pull up your file to verify.

Speaker speaker_1: Okay.

Speaker speaker_0: What's the, um, last four of your Social?

Speaker speaker_1: 9025.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Patricia James.

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

Speaker speaker_1: Uh, 29902 Windsor Lane, Harvest, Alabama.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07-23-63.

Speaker speaker_0: Okay. Phone number 256-656-4459.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Email is patanne147 at gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, let's see. I don't see that it was declined, but I can go ahead and decline it on my end.

Speaker speaker_1: Oh, that would be great.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Thank you, ma'am. Bye.

Speaker speaker_0: Bye-bye.