

## Transcript: VICTORIA

**Taylor-6281903827894272-5392275306496000**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I just got a text message about your guys' service. Um, I am currently, uh, doing employment through a temp agency. Um, I, I don't know anything about this service, so I was wondering if I could get some information and see what was going on with this and whether or not I wanted to opt in. Okay. Uh, what's the name of the agency you work for? It's gonna be Surge. Gotcha. So, I know they offer a few different plans, uh, to enroll into, but the one that they automatically enroll you into would be the, um, MEC TeleRx. Uh, so that medical plan is specifically designed for your preventative health care. Um, it covers things like yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay in the network. Um, it does also come with, like, virtual urgent care and then, um, a subscription to FreeRx, which is like a prescription plan. Hmm. Um, and it looks like for employee only, it's, uh, \$16.80 a week. \$16.80 a week. Okay, cool. I- I was just curious what the- the whole thing it was. Um, s- so I- I currently am also, uh, just enrolled in something, and I'm gonna be starting that up, um, next month. So, how can I go ahead and, uh, cancel this, or, like, make sure that it does not auto-enroll? Okay. No, I can pull up your file. What's the last four of your Social? That's gonna be 1443. And, uh, your first and last name? My first name is Taylor, and my last name is Clark. Okay. Do you mind verifying your address and date of birth? Yeah. My current address is gonna be 3268 Joshua Park, Reno, Nevada 89502. My date of birth is 11/11/1993. And the phone number is 775-762-1419? That is correct. And then email is F-F-A-L-C-O-N-R21@gmail.com? That is correct. Okay. I will go ahead and decline the coverage on my end, and you're good to go. Awesome. Thank you so much. I really appreciate you taking the time. Yes, sir. You have a wonderful day. You too. Bye. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi, Victoria. Um, I just got a text message about your guys' service. Um, I am currently, uh, doing employment through a temp agency. Um, I, I don't know anything about this service, so I was wondering if I could get some information and see what was going on with this and whether or not I wanted to opt in.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: It's gonna be Surge.

Speaker speaker\_0: Gotcha. So, I know they offer a few different plans, uh, to enroll into, but the one that they automatically enroll you into would be the, um, MEC TeleRx. Uh, so that medical plan is specifically designed for your preventative health care. Um, it covers things like yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay in the network. Um, it does also come with, like, virtual urgent care and then, um, a subscription to FreeRx, which is like a prescription plan.

Speaker speaker\_1: Hmm.

Speaker speaker\_0: Um, and it looks like for employee only, it's, uh, \$16.80 a week.

Speaker speaker\_1: \$16.80 a week. Okay, cool. I- I was just curious what the- the whole thing it was. Um, s- so I- I currently am also, uh, just enrolled in something, and I'm gonna be starting that up, um, next month. So, how can I go ahead and, uh, cancel this, or, like, make sure that it does not auto-enroll?

Speaker speaker\_0: Okay. No, I can pull up your file. What's the last four of your Social?

Speaker speaker\_1: That's gonna be 1443.

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

Speaker speaker\_1: My first name is Taylor, and my last name is Clark.

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

Speaker speaker\_1: Yeah. My current address is gonna be 3268 Joshua Park, Reno, Nevada 89502. My date of birth is 11/11/1993.

Speaker speaker\_0: And the phone number is 775-762-1419?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And then email is F-F-A-L-C-O-N-R21@gmail.com?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. I will go ahead and decline the coverage on my end, and you're good to go.

Speaker speaker\_1: Awesome. Thank you so much. I really appreciate you taking the time.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye-bye.