

Transcript: VICTORIA

Taylor-6370268381495296-5966310533971968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accard. This is Victoria. How can I help you? Yes. Uh, I received a message. W- what is this about? This is for medical insurance if you work through a staffing or temp agency. Oh. Oh, okay. What's the name of the agency you work for? Uh, Surge, but right now I don't have... I'm not employed right now, so... Okay. Um, so I know that Surge Staffing will automatically enroll members into one of the medical plans that they offer, unless you opt out beforehand. Yeah, but right now I'm... I don't have a job right now, so... Yeah. Okay. I understand that. I'll put the ... that. I'm just, I'm just letting you know that Surge Staffing will automatically enroll you into that medical plan unless you opt out beforehand. So are you wanting to opt out of that? Uh, yes. Okay. I'll need to pull up your file to decline it. What's the last four of your Social? 70141. Your first and last name? Uh, Jose Carrero. Do you mind verifying your address and date of birth? It was January 14th, 1970 and it's 2111 Lincoln Drive, Apartment 1093, Arnington, Texas, 76011. Okay. Phone number 214-860-7926? Yes. Email is going to be first name last initial 49942 at Gmail? Correct. Okay. And you are wanting to decline coverage? Yes. Okay. Do you need help with anything else? No, that's fine. Okay. Have a good day. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on Accard. This is Victoria. How can I help you?

Speaker speaker_2: Yes. Uh, I received a message. W- what is this about?

Speaker speaker_1: This is for medical insurance if you work through a staffing or temp agency.

Speaker speaker_2: Oh. Oh, okay.

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: Uh, Surge, but right now I don't have... I'm not employed right now, so...

Speaker speaker_1: Okay. Um, so I know that Surge Staffing will automatically enroll members into one of the medical plans that they offer, unless you opt out beforehand.

Speaker speaker_2: Yeah, but right now I'm... I don't have a job right now, so... Yeah.

Speaker speaker_1: Okay. I understand that.

Speaker speaker_2: I'll put the

Speaker speaker_1: ... that. I'm just, I'm just letting you know that Surge Staffing will automatically enroll you into that medical plan unless you opt out beforehand. So are you wanting to opt out of that?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. I'll need to pull up your file to decline it. What's the last four of your Social?

Speaker speaker_2: 70141.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, Jose Carrero.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: It was January 14th, 1970 and it's 2111 Lincoln Drive, Apartment 1093, Arnington, Texas, 76011.

Speaker speaker_1: Okay. Phone number 214-860-7926?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is going to be first name last initial 49942 at Gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And you are wanting to decline coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you need help with anything else?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: Okay. Have a good day.

Speaker speaker_2: Thank you.