

## **Transcript: VICTORIA**

**Taylor-6412939592515584-5007423205064704**

### **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? Uh, yes. I got a text from these numbers and I need to call before my well closes. I will put an application with Surge. Surge Company. Okay, um, got you. Um, so we administer their medical insurance, and I know that they will automatically enroll their employees into one of the medical plans they offer, unless you opt out beforehand. Oh. Okay, is it free? No, sir. It's, um, the plan that they automatically enroll you into is, uh, \$16.80 a week. Oh, okay. Yeah, um, I have to get back with you when I get hired on full time. Right now I'm just doing day labor, but once I get a full time job, uh, check back in. Okay, so are you wanting to decline that? Well, for right now, because I don't have a full time job. I understand, that's fine. I just... The reason why I'm asking is 'cause in order for me to decline it for you, I need to pull up your file. What's the last four of your social? Well, so right now, right now I'm being charged for it? I, I don't know, sir. I don't have your file up, so I have no idea if you're enrolled into it or not. 3996 is the last four. Your first and last name? Jermaine Horton. Okay. I- Do you mind verifying your address and date of birth? Uh, is this... Uh, Surge said they didn't know anything about you all. I mean, the lady I talked to at Surge, they said she didn't know anything about you all when I called them. And... Okay. So if you'd like to call them again before going further, you can definitely do so, but we are their benefits administrators, so in order for me to decline the medical coverage for you, I have to be able to verify your information. Okay, let me give them a call back, 'cause I, uh, it's, it's not just I want to make sure I'm giving out my information to I- because I've been scammed already. And yeah, I'm gonna, let me talk to the supervisor, then I'll give you a call back. Okay. You have a wonderful day. You too.

### **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 a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yes. I got a text from these numbers and I need to call before my well closes. I will put an application with Surge. Surge Company.

Speaker speaker\_1: Okay, um, got you. Um, so we administer their medical insurance, and I know that they will automatically enroll their employees into one of the medical plans they offer, unless you opt out beforehand.

Speaker speaker\_2: Oh. Okay, is it free?

Speaker speaker\_1: No, sir. It's, um, the plan that they automatically enroll you into is, uh, \$16.80 a week.

Speaker speaker\_2: Oh, okay. Yeah, um, I have to get back with you when I get hired on full time. Right now I'm just doing day labor, but once I get a full time job, uh, check back in.

Speaker speaker\_1: Okay, so are you wanting to decline that?

Speaker speaker\_2: Well, for right now, because I don't have a full time job.

Speaker speaker\_1: I understand, that's fine. I just... The reason why I'm asking is 'cause in order for me to decline it for you, I need to pull up your file. What's the last four of your social?

Speaker speaker\_2: Well, so right now, right now I'm being charged for it?

Speaker speaker\_1: I, I don't know, sir. I don't have your file up, so I have no idea if you're enrolled into it or not.

Speaker speaker\_2: 3996 is the last four.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Jermaine Horton.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I-

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, is this... Uh, Surge said they didn't know anything about you all. I mean, the lady I talked to at Surge, they said she didn't know anything about you all when I called them. And...

Speaker speaker\_1: Okay. So if you'd like to call them again before going further, you can definitely do so, but we are their benefits administrators, so in order for me to decline the medical coverage for you, I have to be able to verify your information.

Speaker speaker\_2: Okay, let me give them a call back, 'cause I, uh, it's, it's not just I want to make sure I'm giving out my information to I- because I've been scammed already. And yeah, I'm gonna, let me talk to the supervisor, then I'll give you a call back.

Speaker speaker\_1: Okay. You have a wonderful day.

Speaker speaker\_2: You too.