

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi. Um, I just got a message. So, I just got, um, a job through Surge and it says that I'll be, um, enrolled in TeleRx and I can opt out within 30 days. I just wanted to know what that was all about. Uh, yeah, so NEC TeleRx, that's a, uh, health insurance plan that Surge Staffing automatically enrolls all their new hires into, uh, 30 days after their first check. Um, if you do not want that insurance plan, uh, just let me know. I'll need a little bit of information from you and then I can opt you out of it. All right. Um, what kind of cost is it, do you know? Uh, the... that plan deducts \$15.16 from... \$15.16 from your check every week. Okay. They said you can opt out later but if you go ahead and do it now because you might lose your other insurance. So go ahead- Um- ... take it now- Yeah. ... and opt out later if you- Um, I will, uh, go ahead and do that. Um- So you'll go ahead and do... but you'll allow... you'll just move forward with the automatic enrollment or you'll opt out? Yeah. Um, I'll do the automatic enrollment. Okay, so yeah, they will automatically enroll you 30 days after your first check into that plan. Okay. Awesome. All right. Anything else? Nope, I think that's all I needed. Thank you. You're welcome. Thanks for calling and have a good day. Yep, 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, I just got a message. So, I just got, um, a job through Surge and it says that I'll be, um, enrolled in TeleRx and I can opt out within 30 days. I just wanted to know what that was all about.

Speaker speaker_1: Uh, yeah, so NEC TeleRx, that's a, uh, health insurance plan that Surge Staffing automatically enrolls all their new hires into, uh, 30 days after their first check. Um, if you do not want that insurance plan, uh, just let me know. I'll need a little bit of information from you and then I can opt you out of it.

Speaker speaker_2: All right. Um, what kind of cost is it, do you know?

Speaker speaker_1: Uh, the... that plan deducts \$15.16 from... \$15.16 from your check every week.

Speaker speaker_3: Okay. They said you can opt out later but if you go ahead and do it now because you might lose your other insurance. So go ahead-

Speaker speaker_2: Um-

Speaker speaker_3: ... take it now-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... and opt out later if you-

Speaker speaker_2: Um, I will, uh, go ahead and do that. Um-

Speaker speaker_1: So you'll go ahead and do... but you'll allow... you'll just move forward with the automatic enrollment or you'll opt out?

Speaker speaker_2: Yeah. Um, I'll do the automatic enrollment.

Speaker speaker_1: Okay, so yeah, they will automatically enroll you 30 days after your first check into that plan.

Speaker speaker_2: Okay. Awesome.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Nope, I think that's all I needed. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: Yep, you too.