

Transcript: Chris Sofield

(deactivated)-4810219256758272-4958075348271104

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? Oh, yeah. I got a text, uh, I guess to let them know that I'm still on the soon list or something like that. Okay. What exactly did the text say, sir? Hold on. It says, "Keep it on with the job soon. You will be..." Uh, uh, like they ... uh, me off the ... Can... Okay. Can you read the text out for me sir? "Confirm on your job with us soon. You will be auto in MEC ... And it don't say call. Okay. So that text message is advising that Surge Staffing automatic enrolls their new hires into a health insurance policy known as the MEC plan. Uh, this plan covers... Uh, this plan covers things like ph- uh, preventative care services, so physicals, vaccines, cancer screenings, and the like. Um, if you do not want this insurance plan, just let us know. Uh, we'll need a little bit of information from you, and we can opt you out of it. Well, I can, uh, call back 'cause I, I ain't got no current job with them. They just call when somebody needs one. I worked three days with them about a week or two in. They ain't called me back yet. Okay. That's fine. Just be aware that if you do not opt out, um, you will be automatically enrolled and that enrollment will be on file. Okay. Meaning if you do start working through Surge again, um, you may see deductions for the insurance premiums coming out of your checks. Oh, damn. If you ain't got insurance, they still take it out of it, huh? No. No. They, they automatically enroll you into the insurance, and if they- Okay. ... enroll you, then you see that coming out of your checks. If you don't want that to happen- Okay. ... then that's... then you need to let us know. Oh, okay. Okay. Yeah. I ain't got to do it 'cause I ain't with them no way. Not yet anyway. All right, sir. All right, sir. Have a good 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Oh, yeah. I got a text, uh, I guess to let them know that I'm still on the soon list or something like that.

Speaker speaker_1: Okay. What exactly did the text say, sir?

Speaker speaker_2: Hold on. It says, "Keep it on with the job soon. You will be..." Uh, uh, like they ... uh, me off the ...

Speaker speaker_1: Can... Okay. Can you read the text out for me sir?

Speaker speaker_2: "Confirm on your job with us soon. You will be auto in MEC ... And it don't say call.

Speaker speaker_1: Okay. So that text message is advising that Surge Staffing automatic enrolls their new hires into a health insurance policy known as the MEC plan. Uh, this plan covers... Uh, this plan covers things like ph- uh, preventative care services, so physicals, vaccines, cancer screenings, and the like. Um, if you do not want this insurance plan, just let us know. Uh, we'll need a little bit of information from you, and we can opt you out of it.

Speaker speaker_2: Well, I can, uh, call back 'cause I, I ain't got no current job with them. They just call when somebody needs one. I worked three days with them about a week or two in. They ain't called me back yet.

Speaker speaker_1: Okay. That's fine. Just be aware that if you do not opt out, um, you will be automatically enrolled and that enrollment will be on file.

Speaker speaker_2: Okay.

Speaker speaker_1: Meaning if you do start working through Surge again, um, you may see deductions for the insurance premiums coming out of your checks.

Speaker speaker_2: Oh, damn. If you ain't got insurance, they still take it out of it, huh?

Speaker speaker_1: No. No. They, they automatically enroll you into the insurance, and if they-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enroll you, then you see that coming out of your checks. If you don't want that to happen-

Speaker speaker_2: Okay.

Speaker speaker_1: ... then that's... then you need to let us know.

Speaker speaker_2: Oh, okay. Okay. Yeah. I ain't got to do it 'cause I ain't with them no way. Not yet anyway.

Speaker speaker_1: All right, sir. All right, sir. Have a good day.

Speaker speaker_2: You too.