

Transcript: Chris Sofield

(deactivated)-4843292724346880-6670323359465472

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yes, I returned this call 'cause I seen it on my own phone. Someone called me from this number. Okay. Was there any sort of voice message left or anything? Um, yes, it was saying something about Surge. Okay. Um, are you sure it was a phone call or was it a text message? It was a text message tell- telling me to call this number that I'm calling now. Okay. D- and you said it was from Surge, did it say anything about, like, automatic enrollment? Yes. Okay. So that is Surge advising that as a new hire with them, they will automatically enroll you into a health insurance plan known as the Stay Healthy TeleRx Plan, or NAC TeleRx Plan, uh, which covers- Mm-hmm. ... preventative care services, things like physicals, vaccines and cancer screenings, along with some prescription benefit through a program called FreeRx. Um, now, they will do that 30 days after your first paycheck. However, if you do not want this insurance, just let us know and we can opt you out of it. Oh, okay. Okay. Were you looking to opt out at this time? Uh-uh, no, sir. That's fine, I want it. I was just- Okay. ... trying to call to see what- what it was. All right then. Was there anything else I could help you with? No, sir, that's all. All right. If that's everything, thanks again for calling and have a wonderful day. You too. All right. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, I returned this call 'cause I seen it on my own phone. Someone called me from this number.

Speaker speaker_1: Okay. Was there any sort of voice message left or anything?

Speaker speaker_2: Um, yes, it was saying something about Surge.

Speaker speaker_1: Okay. Um, are you sure it was a phone call or was it a text message?

Speaker speaker_2: It was a text message tell- telling me to call this number that I'm calling now.

Speaker speaker_1: Okay. D- and you said it was from Surge, did it say anything about, like, automatic enrollment?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So that is Surge advising that as a new hire with them, they will automatically enroll you into a health insurance plan known as the Stay Healthy TeleRx Plan, or NAC TeleRx Plan, uh, which covers-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... preventative care services, things like physicals, vaccines and cancer screenings, along with some prescription benefit through a program called FreeRx. Um, now, they will do that 30 days after your first paycheck. However, if you do not want this insurance, just let us know and we can opt you out of it.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: Were you looking to opt out at this time?

Speaker speaker_2: Uh-uh, no, sir. That's fine, I want it. I was just-

Speaker speaker_1: Okay.

Speaker speaker_2: ... trying to call to see what- what it was.

Speaker speaker_1: All right then. Was there anything else I could help you with?

Speaker speaker_2: No, sir, that's all.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.