

Transcript: Chris Sofield

(deactivated)-5180753282809856-5244359064109056

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? This is Deandre Jackson. I had got a text from, uh, from Surge saying, uh, my 30 days is, is almost finna roll over and that's what they trying to tell me. Okay. What exactly did the text message say? Can you read it out for me? Yeah. Uh, I got a stitch in my, my mouth, so I'm sounding kind of funny. Hold on. Give me one second. I got to get my tooth pulled. Uh, one second. It says, "Congratulations on your job with, with Surge. With, uh, Surge E, you will be also auto," I don't know how to spell E-N-R-O-L-L-E-D. Enrolled. "Enroll in LEC in 30 days. Call BDLSC at 1-800-480-4856. Too late. Changes before your window close." Okay. So that is Surge advising that as a new hire with them, they automatically enroll you into a health insurance plan known as the MEC plan for preventative care services and some prescription benefit. Um, if you- Mm-hmm. ... do not want that insurance, just let us know and we can opt you out of that and make sure that you do not get enrolled. Okay, so what, what kind of insurance it is? Like for dental? Or like- The plan they automatically... The plan that they automatically enroll you into is preventative care medical services, so things like physicals, vaccines, cancer screenings and things like that. Oh, okay. So how much, how much is the bill, uh, due or Monday? Uh, it deducts \$15.16 out of your check every week. Okay. And this just, like, a hip, just, like, for dental? Do I get dental on there? No, it does not have... The plan that they automatically enroll you into does not include dental. It is preventative care medical only. Okay. Okay. Well, um, I guess ... But I'm fine. I don't need it. Okay. So if you, if you do not want that insurance plan, I'll need a little bit of information from you in order to- Mm-hmm. ... opt you out of the automatic enrollment, starting with what's the last four of your social? 8661. All right, and your first and last name? Deandre Jackson. D-E-A-N- All right. Go ahead. D-R-E Jackson. All right. Mr. Jackson, can you verify your address and your date of birth, please? 02/16/1989 is my date of birth. My address is 31569 Gowan Drive, G-O-W-A-N Drive. And the rest of it, the city, state and zip? 38126, Memphis, Tennessee. Thank you. All right. I've got you opted out of the automatic enrollment. You're good to go. Was there anything else? That's it. Thank you so much. You're welcome. Thanks for calling, and have a good day. All right. You too. All right, bye now. All right.

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: This is Deandre Jackson. I had got a text from, uh, from Surge saying, uh, my 30 days is, is almost finna roll over and that's what they trying to tell me.

Speaker speaker_1: Okay. What exactly did the text message say? Can you read it out for me?

Speaker speaker_2: Yeah. Uh, I got a stitch in my, my mouth, so I'm sounding kind of funny. Hold on. Give me one second. I got to get my tooth pulled. Uh, one second. It says, "Congratulations on your job with, with Surge. With, uh, Surge E, you will be also auto," I don't know how to spell E-N-R-O-L-L-E-D.

Speaker speaker_1: Enrolled.

Speaker speaker_2: "Enroll in LEC in 30 days. Call BDLSC at 1-800-480-4856. Too late. Changes before your window close."

Speaker speaker_1: Okay. So that is Surge advising that as a new hire with them, they automatically enroll you into a health insurance plan known as the MEC plan for preventative care services and some prescription benefit. Um, if you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... do not want that insurance, just let us know and we can opt you out of that and make sure that you do not get enrolled.

Speaker speaker_2: Okay, so what, what kind of insurance it is? Like for dental? Or like-

Speaker speaker_1: The plan they automatically... The plan that they automatically enroll you into is preventative care medical services, so things like physicals, vaccines, cancer screenings and things like that.

Speaker speaker_2: Oh, okay. So how much, how much is the bill, uh, due or Monday?

Speaker speaker_1: Uh, it deducts \$15.16 out of your check every week.

Speaker speaker_2: Okay. And this just, like, a hip, just, like, for dental? Do I get dental on there?

Speaker speaker_1: No, it does not have... The plan that they automatically enroll you into does not include dental. It is preventative care medical only.

Speaker speaker_2: Okay. Okay. Well, um, I guess ... But I'm fine. I don't need it.

Speaker speaker_1: Okay. So if you, if you do not want that insurance plan, I'll need a little bit of information from you in order to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... opt you out of the automatic enrollment, starting with what's the last four of your social?

Speaker speaker_2: 8661.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Deandre Jackson. D-E-A-N-

Speaker speaker_1: All right. Go ahead.

Speaker speaker_2: D-R-E Jackson.

Speaker speaker_1: All right. Mr. Jackson, can you verify your address and your date of birth, please?

Speaker speaker_2: 02/16/1989 is my date of birth. My address is 31569 Gowan Drive, G-O-W-A-N Drive.

Speaker speaker_1: And the rest of it, the city, state and zip?

Speaker speaker_2: 38126, Memphis, Tennessee.

Speaker speaker_1: Thank you. All right. I've got you opted out of the automatic enrollment. You're good to go. Was there anything else?

Speaker speaker_2: That's it. Thank you so much.

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

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: All right.