

Transcript: Chris Sofield

(deactivated)-5478883872260096-4785974046932992

Full Transcript

Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Um, good afternoon. Um, I got a text saying, "Congrats on your job with Surge." Uh, and I was just, uh, wondering what was the job about? Because I haven't got a call from one of the Surge, um, ladies that usually give me information about job openings. Okay, so the... Yeah. So, what does, what does the rest of the text say, sir? Because it, it, it should say more than just- Um. ... "Congratulations on your job with Surge." "Congratulations on your job with Surge. You will be auto enrolled in ME, Mechtel RX within 30 days. Call BIC at 1-800 to make changes before your window closes." Okay. So then, no, that has nothing to do with any job through Surge. That's advising that Surge as... Uh, Surge has a policy where they automatically enroll new hires into a health insurance plan 30 days after your first check, um, and is letting you know to get in contact with us if you want to make any changes to that or if you just want to decline all insurance from them. Were you looking to decline insurance from them at this time? Um, what does the insur- what does the insurance from Surge inquire about? Like what is it- So- ... basically for? So the plan that they automatically enroll you into is a medical insurance plan for preventative care services only, things like physicals, vaccines, cancer screenings, and services like that. Okay, and, um, does that come out of my check or is that just something I'm, like, owing, like? Yes. Any, any, any insurance, any health insurance from Surge Staffing does deduct out of your paycheck to pay for its insurance premium. Okay. Well, I already have insurance, so if I could decline that, that would be great. Okay. What's the last four of your social? 9609. And your first and last name? Jeremiah Toussaint. All right, one moment. All right, Mr. Toussaint, could you verify your address and date of birth? 8815 Sand Hill Crane Road, 77521 and 08/29/2002. And what's the city and state for that address, sir? Baytown, Texas. Thank you. And then I have a phone number on file 346-549-4395. Is that correct? Yes, sir. That's my number. That's correct. All right, I have you opted out of automatic enrollment, you're good to go. Anything else? No, sir. All right, thanks for calling and have a good day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_1: Um, good afternoon. Um, I got a text saying, "Congrats on your job with Surge." Uh, and I was just, uh, wondering what was the job about? Because I haven't got a call from one of the Surge, um, ladies that usually give me information about job openings.

Speaker speaker_0: Okay, so the...

Speaker speaker_1: Yeah.

Speaker speaker_0: So, what does, what does the rest of the text say, sir? Because it, it, it should say more than just-

Speaker speaker_1: Um.

Speaker speaker_0: ... "Congratulations on your job with Surge."

Speaker speaker_1: "Congratulations on your job with Surge. You will be auto enrolled in ME, Mechtel RX within 30 days. Call BIC at 1-800 to make changes before your window closes."

Speaker speaker_0: Okay. So then, no, that has nothing to do with any job through Surge. That's advising that Surge as... Uh, Surge has a policy where they automatically enroll new hires into a health insurance plan 30 days after your first check, um, and is letting you know to get in contact with us if you want to make any changes to that or if you just want to decline all insurance from them. Were you looking to decline insurance from them at this time?

Speaker speaker_1: Um, what does the insur- what does the insurance from Surge inquire about? Like what is it-

Speaker speaker_0: So-

Speaker speaker_1: ... basically for?

Speaker speaker_0: So the plan that they automatically enroll you into is a medical insurance plan for preventative care services only, things like physicals, vaccines, cancer screenings, and services like that.

Speaker speaker_1: Okay, and, um, does that come out of my check or is that just something I'm, like, owing, like?

Speaker speaker_0: Yes. Any, any, any insurance, any health insurance from Surge Staffing does deduct out of your paycheck to pay for its insurance premium.

Speaker speaker_1: Okay. Well, I already have insurance, so if I could decline that, that would be great.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 9609.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jeremiah Toussaint.

Speaker speaker_0: All right, one moment. All right, Mr. Toussaint, could you verify your address and date of birth?

Speaker speaker_1: 8815 Sand Hill Crane Road, 77521 and 08/29/2002.

Speaker speaker_0: And what's the city and state for that address, sir?

Speaker speaker_1: Baytown, Texas.

Speaker speaker_0: Thank you. And then I have a phone number on file 346-549-4395. Is that correct?

Speaker speaker_1: Yes, sir. That's my number. That's correct.

Speaker speaker_0: All right, I have you opted out of automatic enrollment, you're good to go. Anything else?

Speaker speaker_1: No, sir.

Speaker speaker_0: All right, thanks for calling and have a good day.

Speaker speaker_1: You too.