

## **Transcript: Chris Sofield (deactivated)-5532051228377088-4655414311960576**

### **Full Transcript**

Thank you for calling Benefit From a Card. This is Chris. How can I help you today? Hey, I just got a, a text message from y'all congratulating me on a job, but I don't know what it's for. Okay. What exactly did the text message say, sir? Um, I can read it. Give me one second. It says, "Congrats on your job with Surge. You'll be auto-enrolled in any Surge health insurance in 30 days." Then they say, "Call BIC," and then it gave me a number. Okay. So that's, so, that's advising, um, so that message got sent out to anyone that is a new hire at Surge Staffing, uh, advising that, um, you'll be automatically enrolled into a health insurance plan- Oh. ... uh, 90 days after your first paycheck. Or sorry, 30 days- Oh. ... after your first paycheck. Um, wh- uh, do you work with Surge Staffing, sir? Yes. Okay. And, uh, were you looking to opt out of that insurance plan that they automatically enroll you into? No. Okay. So yeah, they, they will automatically enroll you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit From a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey, I just got a, a text message from y'all congratulating me on a job, but I don't know what it's for.

Speaker speaker\_0: Okay. What exactly did the text message say, sir?

Speaker speaker\_1: Um, I can read it. Give me one second. It says, "Congrats on your job with Surge. You'll be auto-enrolled in any Surge health insurance in 30 days." Then they say, "Call BIC," and then it gave me a number.

Speaker speaker\_0: Okay. So that's, so, that's advising, um, so that message got sent out to anyone that is a new hire at Surge Staffing, uh, advising that, um, you'll be automatically enrolled into a health insurance plan-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... uh, 90 days after your first paycheck. Or sorry, 30 days-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... after your first paycheck. Um, wh- uh, do you work with Surge Staffing, sir?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And, uh, were you looking to opt out of that insurance plan that they automatically enroll you into?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. So yeah, they, they will automatically enroll you.