

Transcript: Chris Sofield

(deactivated)-5754333957931008-4774128804118528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card,. This is Chris. How can I help you today? Um, yes, I received a message from you all. Okay, and what did it say? Uh, something about... hold on one second.

"Congratulations on your new job with Surge. You'll be auto-enrolled in MEC 40T8." Okay, so that's, uh, Surge congratulating you on, on a, on signing up to work with them and getting a job through them, and then also advising that their, uh, part of their policy, uh, they automatically enroll all new hires into a health insurance plan known as the MEC telRx plan 30 days after your first paycheck. If you don't want that insurance policy, just let me know. I can opt you out of that, okay? Well, you can opt me out of... Okay. I'll need some information from you to be able to do so. Uh, what's the last four of your Social? 6439. And your first and last name? Radisha Streety. All right. Can you verify your address and your date of birth for me please, Ms. Streety? 131 Jones Street, Montgomery, Alabama 36504. And then your date of birth? August 10th, 1998. Thank you. We have a phone on file for you at 334-912-0792. Is that correct? Yes. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? That's good. All right. Thanks 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 on a Card,. This is Chris. How can I help you today?

Speaker speaker_2: Um, yes, I received a message from you all.

Speaker speaker_1: Okay, and what did it say?

Speaker speaker_2: Uh, something about... hold on one second. "Congratulations on your new job with Surge. You'll be auto-enrolled in MEC 40T8."

Speaker speaker_1: Okay, so that's, uh, Surge congratulating you on, on a, on signing up to work with them and getting a job through them, and then also advising that their, uh, part of their policy, uh, they automatically enroll all new hires into a health insurance plan known as the MEC telRx plan 30 days after your first paycheck. If you don't want that insurance policy, just let me know. I can opt you out of that, okay?

Speaker speaker_2: Well, you can opt me out of...

Speaker speaker_1: Okay. I'll need some information from you to be able to do so. Uh, what's the last four of your Social?

Speaker speaker_2: 6439.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Radisha Streety.

Speaker speaker_1: All right. Can you verify your address and your date of birth for me please, Ms. Streety?

Speaker speaker_2: 131 Jones Street, Montgomery, Alabama 36504.

Speaker speaker_1: And then your date of birth?

Speaker speaker_2: August 10th, 1998.

Speaker speaker_1: Thank you. We have a phone on file for you at 334-912-0792. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_2: That's good.

Speaker speaker_1: All right. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.