

Transcript: Chris Sofield

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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? Hey, how you doing today, sir? I'm doing all right, ma'am. And yourself? Fine. So, I just received a text about, uh, a job enrolled or whatever, so I was just calling trying to see exactly what this was. Okay. Could you read off the text message for me and make sure that we understand what exactly it's trying to say? Yeah. So, it says, "Congrats on your job with Surge. You'll be auto-enrolled in MEC TelaRx within 30 days." Okay. So, yeah, that's, uh, that's Surge Staffing advising that as a new hire with them, uh, they will automatically enroll you into a health insurance plan known as the MEC Pella Rx Plan, uh, 30 days after your first paycheck. If you do not want that health insurance plan, just let us know and we can opt you out of that. Y- yeah, I don't want the, um, the health insur- the health insurance plan Okay. ... that Surge makes. All right. Um- Okay. So, that means... So, what, so, what job? So, that means that they just hired me for another job then? D- uh, anything related to the job, you need to contact Surge about. We only handle the health insurance stuff. We have nothing to do with employment. Uh-huh. But in order to opt you out, I will need some information from you, starting with the last four of your Social. Okay. This, uh, yeah, I just don't want the benefits 'cause I already have, um, Care Source. That's why. Okay. I understand. I need the last four of your Social to locate your file to start the, uh, process to opt you out. Okay. 3873. Okay. And your first and last name? Uh, Chanel Burse, B-M-A-I-L. Last name, Burse, B-U-R-S-E. Thank you. Ms. Burse, could you verify your address and your date of birth for me? Mm-hmm. 600 Carlton Road, Apartment 107, Palmetto, Georgia, 30268. Okay. And then your date of birth? 11/04/1990. Thank you. Phone on file, 404-360-6710? Mm-hmm. All right. Uh, looks like your file's already marked to opt out of automatic enrollment. Looks like from when you may have worked with Surge back in 2022. Um, but it's still set up like that, so you're not going to be enrolled into anything. Oh, no. Oh, okay. Yeah, that's cool. Yes, because I just, um, went through Surge, um, through Taylor Company, but they just told me that something... I guess their company is, you know, not doing too well. Um, so, yeah. So, I thought this was them transferring me to somewhere else, so that's why I called. But thank you. No problem. Anything else? Nope, that's it. All right. Thanks again for calling and have a good day. You too. Bye.

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: Hey, how you doing today, sir?

Speaker speaker_1: I'm doing all right, ma'am. And yourself?

Speaker speaker_2: Fine. So, I just received a text about, uh, a job enrolled or whatever, so I was just calling trying to see exactly what this was.

Speaker speaker_1: Okay. Could you read off the text message for me and make sure that we understand what exactly it's trying to say?

Speaker speaker_2: Yeah. So, it says, "Congrats on your job with Surge. You'll be auto-enrolled in MEC TelaRx within 30 days."

Speaker speaker_1: Okay. So, yeah, that's, uh, that's Surge Staffing advising that as a new hire with them, uh, they will automatically enroll you into a health insurance plan known as the MEC Pella Rx Plan, uh, 30 days after your first paycheck. If you do not want that health insurance plan, just let us know and we can opt you out of that.

Speaker speaker_2: Y- yeah, I don't want the, um, the health insur- the health insurance plan

Speaker speaker_3: Okay.

Speaker speaker_2: ... that Surge makes.

Speaker speaker_1: All right. Um-

Speaker speaker_2: Okay. So, that means... So, what, so, what job? So, that means that they just hired me for another job then?

Speaker speaker_1: D- uh, anything related to the job, you need to contact Surge about. We only handle the health insurance stuff. We have nothing to do with employment.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: But in order to opt you out, I will need some information from you, starting with the last four of your Social.

Speaker speaker_2: Okay. This, uh, yeah, I just don't want the benefits 'cause I already have, um, Care Source. That's why.

Speaker speaker_1: Okay. I understand. I need the last four of your Social to locate your file to start the, uh, process to opt you out.

Speaker speaker_2: Okay. 3873.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Uh, Chanel Burse, B-M-A-I-L. Last name, Burse, B-U-R-S-E.

Speaker speaker_1: Thank you. Ms. Burse, could you verify your address and your date of birth for me?

Speaker speaker_2: Mm-hmm. 600 Carlton Road, Apartment 107, Palmetto, Georgia, 30268.

Speaker speaker_1: Okay. And then your date of birth?

Speaker speaker_2: 11/04/1990.

Speaker speaker_1: Thank you. Phone on file, 404-360-6710?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. Uh, looks like your file's already marked to opt out of automatic enrollment. Looks like from when you may have worked with Surge back in 2022. Um, but it's still set up like that, so you're not going to be enrolled into anything.

Speaker speaker_2: Oh, no. Oh, okay. Yeah, that's cool. Yes, because I just, um, went through Surge, um, through Taylor Company, but they just told me that something... I guess their company is, you know, not doing too well. Um, so, yeah. So, I thought this was them transferring me to somewhere else, so that's why I called. But thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope, that's it.

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

Speaker speaker_2: You too. Bye.