

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, I got a message, um, to call. It's okay. What exactly did the message say, ma'am? Um, it says, "Congrats on your job with Surge. You will be auto enrolled in MEC, and within 30 days call BIC at the number to make changes before your window close." Okay, so that is, um, that is Surge Staffing, uh, advising that as a new hire with them, they will automatically enroll you into a health insurance plan known as the MEC plan which covers preventative care services such as physicals, vaccinations, cancer screenings and the like. Um, these, uh... Th- uh, they're letting you know that, that way in case you say that you want to enroll into something else or if you don't want to enroll into any insurance at all, you can give us a call to make that request. Were you looking to opt out of insurance at all from Surge Staffing? Um... No. Okay, so y- so do you want... So you do want insurance from them or you do not want insurance from them? I do not. Okay, so you're looking to opt out. So we'll need to get a little bit of information from you to pull up your file in our system and set it to where you do not get enrolled in anything. Mm-hmm. Um, starting with, what's the last four of your Social? Um, 8605. All right. Your first and last name? It's just Shannon Turner. All right, Ms. Turner. Could you verify your address and your date of birth for me? Um, 1119 Bratton Road, New Albany, Mississippi, uh, 06/17/2006. All right. Mm-hmm. Phone on file is 817-9046. Is that correct? Yes, sir. All right. I have you opted out. You're good to go. Anything else? No, sir. Thank you. Oh, you're welcome. Thanks for calling. Have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, I got a message, um, to call.

Speaker speaker_0: It's okay. What exactly did the message say, ma'am?

Speaker speaker_1: Um, it says, "Congrats on your job with Surge. You will be auto enrolled in MEC, and within 30 days call BIC at the number to make changes before your window close."

Speaker speaker_0: Okay, so that is, um, that is Surge Staffing, uh, advising that as a new hire with them, they will automatically enroll you into a health insurance plan known as the MEC plan which covers preventative care services such as physicals, vaccinations, cancer screenings and the like. Um, these, uh... Th- uh, they're letting you know that, that way in case

you say that you want to enroll into something else or if you don't want to enroll into any insurance at all, you can give us a call to make that request. Were you looking to opt out of insurance at all from Surge Staffing?

Speaker speaker_1: Um... No.

Speaker speaker_0: Okay, so y- so do you want... So you do want insurance from them or you do not want insurance from them?

Speaker speaker_1: I do not.

Speaker speaker_0: Okay, so you're looking to opt out. So we'll need to get a little bit of information from you to pull up your file in our system and set it to where you do not get enrolled in anything.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, starting with, what's the last four of your Social?

Speaker speaker_1: Um, 8605.

Speaker speaker_0: All right. Your first and last name?

Speaker speaker_1: It's just Shannon Turner.

Speaker speaker_0: All right, Ms. Turner. Could you verify your address and your date of birth for me?

Speaker speaker_1: Um, 1119 Bratton Road, New Albany, Mississippi, uh, 06/17/2006.

Speaker speaker_0: All right.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Phone on file is 817-9046. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I have you opted out. You're good to go. Anything else?

Speaker speaker_1: No, sir. Thank you.

Speaker speaker_0: Oh, you're welcome. Thanks for calling. Have a wonderful day.

Speaker speaker_1: You too.