

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? I got a text from this number. Okay. And what did it say? It said something about enrollment with M- MEC. Did it mention automatic enrollment or just that you were eligible? It said automatic enrollment and... Yeah, it was automatic enrollment. Okay. So, um, it sounds like, uh, what that was, was the staffing company that you work with automatically enrolls their new hires into a health insurance plan known as the MEC Plan, which covers preventative care services like physicals, vaccines and cancer screenings. Um, but, uh, if you do not want that insurance plan, just let us know. We'll need to lo- get a little bit of information from you and we can opt you out of that. Okay. Uh, so were you looking to opt out of, of the, uh, insurance at this time? Yes. Okay. Uh, what staffing company do you work with? Uh, w- what's this? Uh, Surge Staffing. Okay. And the last four of your social? 1805. All right. Your first and last name? Maurice Richardson. All right, Mr. Richardson, could you verify your address and your date of birth for me? November 1988. Okay. And the address, sir, I still need the... Uh, I still need that. Uh, 3291 Sunrise Village Lane, Norcross, Georgia, zip code 30093. Okay. Got a phone on file of 678-396-7214. Is that correct? Yes. Okay. All right. I ha- uh, it looks like you're already opted out of the automatic enrollment. It looks like you had, uh, given us a call sometime last year to decline it. You're still, you're still opted out at this time. Okay. All right. Thank you. No problem. Anything else? No, sir. All right. Have a good day, sir. Thanks for calling. Uh huh.

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: I got a text from this number.

Speaker speaker_1: Okay. And what did it say?

Speaker speaker_2: It said something about enrollment with M- MEC.

Speaker speaker_1: Did it mention automatic enrollment or just that you were eligible?

Speaker speaker_2: It said automatic enrollment and... Yeah, it was automatic enrollment.

Speaker speaker_1: Okay. So, um, it sounds like, uh, what that was, was the staffing company that you work with automatically enrolls their new hires into a health insurance plan known as the MEC Plan, which covers preventative care services like physicals, vaccines and cancer screenings. Um, but, uh, if you do not want that insurance plan, just let us know. We'll need to lo- get a little bit of information from you and we can opt you out of that.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, so were you looking to opt out of, of the, uh, insurance at this time?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Uh, w- what's this? Uh, Surge Staffing.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 1805.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Maurice Richardson.

Speaker speaker_1: All right, Mr. Richardson, could you verify your address and your date of birth for me?

Speaker speaker_2: November 1988.

Speaker speaker_1: Okay. And the address, sir, I still need the... Uh, I still need that.

Speaker speaker_2: Uh, 3291 Sunrise Village Lane, Norcross, Georgia, zip code 30093.

Speaker speaker_1: Okay. Got a phone on file of 678-396-7214. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. I ha- uh, it looks like you're already opted out of the automatic enrollment. It looks like you had, uh, given us a call sometime last year to decline it. You're still, you're still opted out at this time.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Have a good day, sir. Thanks for calling.

Speaker speaker_2: Uh huh.