

Transcript: Chris Sofield

(deactivated)-6547928188928000-5447144059650048

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? Hi, Chris. Uh, I just got a text message that I don't understand. It says that your number is here, that's why I called. Okay. Well, what did the text message say, ma'am? Uh, just one second. "On your job with Surge, you will be also enrolled in MBT, tell ARX within 30 days." Okay. So, what that's saying, uh, that's congratulating you on your new job with Surge Staffing and advising you that Surge will automatically enroll you into a health insurance plan, uh, 30 days from the date of your first paycheck. If you want that to happen, then you don't need to do anything. That'll just enroll you into that preventative care plan. If you don't want that insurance, then just let us know. We'll need a little bit of information from you to locate the file and we can make sure that you don't get enrolled into it. Oh, okay. So, that means, uh, they take, they take money from the check? Yes, to pay for the insurance premiums, yes, ma'am. If you don't want that to happen, just let me know and I can, I can stop that for you. Oh, okay. You can stop that if you want to now. I already have insurance. Uh... Okay, so you do wanna opt out. Okay. Mm-hmm. Um, I'll need a little bit of information from you in order to, in order to actually set that up for you. Uh, what is the, what's the last four of your Social, ma'am? 8826. And your first and last name? Sukesha Haile. All right, thank you. Ms. Haile, could you verify your address and your date of birth for me, please? 18130 12 Grove Drive, Raleigh, Texas 75088 11-23-1978. Thank you. I have a phone on file of 469-269-7210. Is that correct? Right. Yes. Okay. All right, I have you opted out of the automatic enrollment, you're good to go. Was there anything else? That's all, thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Uh, I just got a text message that I don't understand. It says that your number is here, that's why I called.

Speaker speaker_1: Okay. Well, what did the text message say, ma'am?

Speaker speaker_2: Uh, just one second. "On your job with Surge, you will be also enrolled in MBT, tell ARX within 30 days."

Speaker speaker_1: Okay. So, what that's saying, uh, that's congratulating you on your new job with Surge Staffing and advising you that Surge will automatically enroll you into a health insurance plan, uh, 30 days from the date of your first paycheck. If you want that to happen, then you don't need to do anything. That'll just enroll you into that preventative care plan. If you don't want that insurance, then just let us know. We'll need a little bit of information from you to locate the file and we can make sure that you don't get enrolled into it.

Speaker speaker_2: Oh, okay. So, that means, uh, they take, they take money from the check?

Speaker speaker_1: Yes, to pay for the insurance premiums, yes, ma'am. If you don't want that to happen, just let me know and I can, I can stop that for you.

Speaker speaker_2: Oh, okay. You can stop that if you want to now. I already have insurance.

Speaker speaker_1: Uh... Okay, so you do wanna opt out. Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, I'll need a little bit of information from you in order to, in order to actually set that up for you. Uh, what is the, what's the last four of your Social, ma'am?

Speaker speaker_2: 8826.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Sukesa Haile.

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

Speaker speaker_2: 18130 12 Grove Drive, Raleigh, Texas 75088 11-23-1978.

Speaker speaker_1: Thank you. I have a phone on file of 469-269-7210. Is that correct?

Speaker speaker_2: Right. Yes.

Speaker speaker_1: Okay. All right, I have you opted out of the automatic enrollment, you're good to go. Was there anything else?

Speaker speaker_2: That's all, thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.