

## **Transcript: Estefania**

**Acevedo-5155631457026048-5077886777606144**

### **Full Transcript**

Thank you for calling- Hello? ... Benefits in a Car. Yeah. My name is Stephanie. How can I assist you? Hello? Hey. How could I help you? Uh, I saw... I saw text on my phone about the Surge. I don't know... I don't know what has happened. Okay. Um, so we're the healthcare administrators for Surge Staffing. Um, if you received the texts most likely you're within the first 30 days of receiving your first check, which means that you can enroll into the healthcare benefits that they offer through their staffing agency. Depending on how many plans you select, which ones they are and if they, you include dependents has lot to do with how much the weekly deduction is from your paycheck. It is healthcare benefits only and it's totally optional. If you do decide that you don't want to be automatically enrolled into it, you do have to opt out from the auto enroll, because they do automatically enroll their new hires within the first 30 days of you receiving your first check. So, if you do not want to be automatically enrolled, um, this would be your time to opt out. As well as if you do want to enroll, they do give you only 30 days from the time that you receive your first check to be eligible to do so. Um, did you want to enroll or y- did you want to decline? Enroll for what? I'm sorry? Excuse me. Excuse me. For enroll for what? Yeah. It's- Hello? It's through your staffing agency. Is it Surge? Um, I'm a staffing agency. Yeah, for Surge. Okay. So- I'm working for the Surge for... Surge is staffing agency. Yeah. I mean, I've already enroll for the work there. Okay. So do you want to enroll or did you want to decline the healthcare benefits that they offer through their staffing agency? 'Cause they do... They do enroll you into that. I don't... I don't... I don't know. I'm also wanted them enrolled. So you do want to enroll? No, I'm not enroll. I'm not enroll. Because I didn't understand everything. Do you need any help? I didn't understand. I didn't understand. Yeah. Th- that... Okay. Um, did you... Did you want me to get a translator 'cause, um... Um, okay. Would you like me to get a translator? Mm. . Because what I'm trying... Because what I'm trying to tell you is that they give you 30 days from the time that you receive your first check to be eligible to enroll into the benefits. If you don't want to enroll, it is important that you do call within those 30 days to opt out from the auto enrollment. Uh-huh. So did you want to enroll or did you want to decline the auto enrollment? Okay. I don't know. Maybe I will... I will call you back. I will call you back. Okay. Okay. Thank you. We're open from... We're open from 8:00 PM Eastern Time. I'll call you back. Yeah. Yeah.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... Benefits in a Car.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hey. How could I help you?

Speaker speaker\_1: Uh, I saw... I saw text on my phone about the Surge. I don't know... I don't know what has happened.

Speaker speaker\_0: Okay. Um, so we're the healthcare administrators for Surge Staffing. Um, if you received the texts most likely you're within the first 30 days of receiving your first check, which means that you can enroll into the healthcare benefits that they offer through their staffing agency. Depending on how many plans you select, which ones they are and if they, you include dependents has lot to do with how much the weekly deduction is from your paycheck. It is healthcare benefits only and it's totally optional. If you do decide that you don't want to be automatically enrolled into it, you do have to opt out from the auto enroll, because they do automatically enroll their new hires within the first 30 days of you receiving your first check. So, if you do not want to be automatically enrolled, um, this would be your time to opt out. As well as if you do want to enroll, they do give you only 30 days from the time that you receive your first check to be eligible to do so. Um, did you want to enroll or y- did you want to decline?

Speaker speaker\_1: Enroll for what?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Excuse me. Excuse me. For enroll for what?

Speaker speaker\_0: Yeah. It's-

Speaker speaker\_1: Hello?

Speaker speaker\_0: It's through your staffing agency. Is it Surge?

Speaker speaker\_1: Um, I'm a staffing agency. Yeah, for Surge.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: I'm working for the Surge for... Surge is staffing agency.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I mean, I've already enroll for the work there.

Speaker speaker\_0: Okay. So do you want to enroll or did you want to decline the healthcare benefits that they offer through their staffing agency? 'Cause they do... They do enroll you into that.

Speaker speaker\_1: I don't... I don't... I don't know. I'm also wanted them enrolled.

Speaker speaker\_0: So you do want to enroll?

Speaker speaker\_1: No, I'm not enroll. I'm not enroll. Because I didn't understand everything.

Speaker speaker\_2: Do you need any help?

Speaker speaker\_1: I didn't understand. I didn't understand.

Speaker speaker\_0: Yeah. Th- that... Okay. Um, did you... Did you want me to get a translator 'cause, um...

Speaker speaker\_1: Um, okay.

Speaker speaker\_0: Would you like me to get a translator?

Speaker speaker\_1: Mm. .

Speaker speaker\_0: Because what I'm trying... Because what I'm trying to tell you is that they give you 30 days from the time that you receive your first check to be eligible to enroll into the benefits. If you don't want to enroll, it is important that you do call within those 30 days to opt out from the auto enrollment.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: So did you want to enroll or did you want to decline the auto enrollment?

Speaker speaker\_1: Okay. I don't know. Maybe I will... I will call you back. I will call you back.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: We're open from... We're open from 8:00 PM Eastern Time.

Speaker speaker\_1: I'll call you back. Yeah. Yeah.