

Transcript: Franchesca

Baez-4672528100147200-5921197180895232

Full Transcript

Your call is being recorded for quality assurances. Hello. Good afternoon. My name is Francesca ... given a call to speak with Ms. Williams on behalf of Surge Staffing. Yes. Yes, ma'am. Can you call back the text message you received today to which we replied, "What is that?" Yes. So that was Surge letting you know that currently you're eligible to enroll into the healthcare plans they offered, as well as to advise you that they do have a company policy where they auto-enroll members into a medical preventative care plan called MEC TailorRx. In the event that you were looking to decline it, our information was there for your purpose to do that, as well as in the event that you were looking to enroll into any other plans. O- okay. Thank you. Of course. Did you want me to go ahead and leave your account as it is and let the auto enrollment take effect? Yes. All right. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you.

Conversation Format

Speaker speaker_0: Your call is being recorded for quality assurances.

Speaker speaker_1: Hello.

Speaker speaker_2: Good afternoon. My name is Francesca ... given a call to speak with Ms. Williams on behalf of Surge Staffing.

Speaker speaker_1: Yes.

Speaker speaker_2: Yes, ma'am. Can you call back the text message you received today to which we replied, "What is that?"

Speaker speaker_1: Yes.

Speaker speaker_2: So that was Surge letting you know that currently you're eligible to enroll into the healthcare plans they offered, as well as to advise you that they do have a company policy where they auto-enroll members into a medical preventative care plan called MEC TailorRx. In the event that you were looking to decline it, our information was there for your purpose to do that, as well as in the event that you were looking to enroll into any other plans.

Speaker speaker_1: O- okay. Thank you.

Speaker speaker_2: Of course. Did you want me to go ahead and leave your account as it is and let the auto enrollment take effect?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Thank you.