

Transcript: Francesca

Baez-5388491842306048-6678275286024192

Full Transcript

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hello, Francesca. Um, I had got a text message, um, like saying to call to enroll in MEC Telarex or something, because I work for Surge. Does it say "Congratulation" and "Auto enrollment" on it? Uh, say that one more time? Yes, sir. I'm asking does it say "Congratulation" or "Auto enrollment" on it? It says "Congrats on your job with Surge. You will be auto enrolled in MEC." But the thing is, I already have, um, uh, like health insurance and stuff through, uh, my wife and my kids and stuff, so I don't like- Okay. So we'll have to decline that auto enrollment. What are the last four of your Social, sir? Like you need- Uh, 8-9-8-6-9-1. And the last name? Casey. So is it- Can you verify? Hmm? Is it... Uh, is, is it, is, uh, is it just health insurance or is it like dental and eye, eyeglasses, like, I mean, like, uh, eyes or is it just... Like what does it consist of? No, sir. Auto enrollment only takes effect into that one specific plan that is labeled in the text message, MEC Telarex, which is a medical preventative care plan. Those other services that you mentioned, you have to request them. They don't get enrolled automatically. Okay. And that's just, like, if I get hurt on a job or something like that? No, sir. Medical preventative services are those that you get done to make sure you're up to health. They won't cover any injury or illness, such as your annual physical, screenings for blood pressure or iron deficiency, preventative immunizations, counselings for a healthy diet and such. Those are what preventative services are. Okay. Yeah. I'd like to decline it. Okay. Can you verify your mailing address and date of birth, please? Uh, 8941 West Marymount Ridge Court, Las Vegas, Nevada 89149. And, and you said what else? Sorry. Oh yeah, my dollar- Date of birth? Uh, 10/14/91. I have best contact down as 323-428-9836. Yep. And we have your email down as lastnamefirstname91@gmail.com along with cody00foricloud.com. Uh, yes. So Mr. Casey, you're actually what they call a rehire. You worked with Surge back in 2022 and already declined it at that point, so you're not gonna get auto enrolled anymore. Okay. Was there anything else that we can assist you with area aside from that? Um, no, that's it. Thank you so much. Of course. My pleasure. Have a wonderful rest of your day, and thank you for your time today, sir. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello, Francesca. Um, I had got a text message, um, like saying to call to enroll in MEC Telarex or something, because I work for Surge.

Speaker speaker_0: Does it say "Congratulation" and "Auto enrollment" on it?

Speaker speaker_1: Uh, say that one more time?

Speaker speaker_0: Yes, sir. I'm asking does it say "Congratulation" or "Auto enrollment" on it?

Speaker speaker_1: It says "Congrats on your job with Surge. You will be auto enrolled in MEC." But the thing is, I already have, um, uh, like health insurance and stuff through, uh, my wife and my kids and stuff, so I don't like-

Speaker speaker_0: Okay. So we'll have to decline that auto enrollment. What are the last four of your Social, sir? Like you need-

Speaker speaker_1: Uh, 8-9-8-6-9-1.

Speaker speaker_0: And the last name?

Speaker speaker_1: Casey. So is it-

Speaker speaker_0: Can you verify? Hmm?

Speaker speaker_1: Is it... Uh, is, is it, is, uh, is it just health insurance or is it like dental and eye, eyeglasses, like, I mean, like, uh, eyes or is it just... Like what does it consist of?

Speaker speaker_0: No, sir. Auto enrollment only takes effect into that one specific plan that is labeled in the text message, MEC Telarex, which is a medical preventative care plan. Those other services that you mentioned, you have to request them. They don't get enrolled automatically.

Speaker speaker_1: Okay. And that's just, like, if I get hurt on a job or something like that?

Speaker speaker_0: No, sir. Medical preventative services are those that you get done to make sure you're up to health. They won't cover any injury or illness, such as your annual physical, screenings for blood pressure or iron deficiency, preventative immunizations, counselings for a healthy diet and such. Those are what preventative services are.

Speaker speaker_1: Okay. Yeah. I'd like to decline it.

Speaker speaker_0: Okay. Can you verify your mailing address and date of birth, please?

Speaker speaker_1: Uh, 8941 West Marymount Ridge Court, Las Vegas, Nevada 89149. And, and you said what else? Sorry. Oh yeah, my dollar-

Speaker speaker_0: Date of birth?

Speaker speaker_1: Uh, 10/14/91.

Speaker speaker_0: I have best contact down as 323-428-9836.

Speaker speaker_1: Yep.

Speaker speaker_0: And we have your email down as lastnamefirstname91@gmail.com along with cody00foricloud.com.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: So Mr. Casey, you're actually what they call a rehire. You worked with Surge back in 2022 and already declined it at that point, so you're not gonna get auto enrolled anymore.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else that we can assist you with area aside from that?

Speaker speaker_1: Um, no, that's it. Thank you so much.

Speaker speaker_0: Of course. My pleasure. Have a wonderful rest of your day, and thank you for your time today, sir.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.