

Transcript: Francesca

Baez-6047551514787840-5523413375172608

Full Transcript

Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Yeah, I had got a text message to, uh, auto enroll into MEC, whatever that is. I don't know what it is. What staffing company do you work with? Uh, Surge. Oh. So the text message itself was informing you that Surge Staffing have a company policy of auto enrolling their members into a Medical Preventative Care Plan. That will be what that MEC 10-0-5 is. You have the choice of either enrolling into different insurance or calling in to decline the auto enrollment. That's why our information is in there. Oh, I already have health insurance. I don't need it. Understood. What are the last four of your Social to locate the account and the client? 1301. And your last name? Dennis. Okay then, to make sure that I'm declining on the correct account, could you verify your mailing address and date of birth for me? Uh, date of birth 8/4/54, address 425 South Kyle Road, Mesa 85206. I have best contact 600-783-3620? Yeah. What'd you say? Yes, ma'am, I have best contact 602-783-3620? Mm-hmm. We have your email down as jojames1972@yahoo.com? Yes. Mm-hmm. So actually, Ms. Dennis, you worked with Surge back in 2021. So per their system, you're what they consider a rehire. It won't auto enroll you into anything. However, since they just sent that same message out to a list of contact, you might still see that message, but you can ignore it. You won't be enrolled into anything unless you... Okay. Okay, thank you. Of course. Was there anything else I can assist you with today? Uh, no. Thank you. Have a nice day. My pleasure. Have a great one. Mm-hmm. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, I had got a text message to, uh, auto enroll into MEC, whatever that is. I don't know what it is.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Oh. So the text message itself was informing you that Surge Staffing have a company policy of auto enrolling their members into a Medical Preventative Care Plan. That will be what that MEC 10-0-5 is. You have the choice of either enrolling into different insurance or calling in to decline the auto enrollment. That's why our information is in there.

Speaker speaker_1: Oh, I already have health insurance. I don't need it.

Speaker speaker_0: Understood. What are the last four of your Social to locate the account and the client?

Speaker speaker_1: 1301.

Speaker speaker_0: And your last name?

Speaker speaker_1: Dennis.

Speaker speaker_0: Okay then, to make sure that I'm declining on the correct account, could you verify your mailing address and date of birth for me?

Speaker speaker_1: Uh, date of birth 8/4/54, address 425 South Kyle Road, Mesa 85206.

Speaker speaker_0: I have best contact 600-783-3620?

Speaker speaker_1: Yeah. What'd you say?

Speaker speaker_0: Yes, ma'am, I have best contact 602-783-3620?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We have your email down as jojames1972@yahoo.com?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: So actually, Ms. Dennis, you worked with Surge back in 2021. So per their system, you're what they consider a rehire. It won't auto enroll you into anything. However, since they just sent that same message out to a list of contact, you might still see that message, but you can ignore it. You won't be enrolled into anything unless you...

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: Uh, no. Thank you. Have a nice day.

Speaker speaker_0: My pleasure. Have a great one.

Speaker speaker_1: Mm-hmm. You too.