

Transcript: Franchesca

Baez-6304613052760064-5355211974819840

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?
Hi, yes, I have received a text message saying that I will be auto-enrolled into the MEC Tele-RS and I don't want to be enrolled into it. What staffing company do you work with?
Search Staffing. What are the last four of your Social? 1840. And the last name? Montes.
M-O-N-T-E-S. Please verify your mailing address and date of birth to make sure I have located the correct account, please. The mailing address is 2300 White Akin Road, Apartment 2, Reno, Nevada 89512. And then what was the other thing you asked for? I'm sorry. Your date of birth. 11/17/1998. For the purpose of this line being recorded, you stated you would like to decline auto enrollment and coverage due to you not wanting to be enrolled with Surge, correct? Correct. Because i- is it insurance benefits? I'm not quite understanding what it is. Um, yes, ma'am. So I already processed the declaration for you. You have been enrolled into a medical preventative care plan. That will be \$50.16 per paycheck. Oh yeah. No, I'm okay with that. Okay. Um, you are still, however, even with me declining it, you are still eligible for enrollment if it's something that you're interested in. You'll have 'til March 22nd, 2025 to enroll into any coverage. Okay. Sounds good. Thank you so much. Of course. Is there anything else that we can assist you with today? No, ma'am. Thank you so much. It was a pleasure. I hope you have a wonderful rest of your day, and thank you for your time today. You as well.
Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, yes, I have received a text message saying that I will be auto-enrolled into the MEC Tele-RS and I don't want to be enrolled into it.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Search Staffing.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 1840.

Speaker speaker_0: And the last name?

Speaker speaker_1: Montes. M-O-N-T-E-S.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have located the correct account, please.

Speaker speaker_1: The mailing address is 2300 White Akin Road, Apartment 2, Reno, Nevada 89512. And then what was the other thing you asked for? I'm sorry.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 11/17/1998.

Speaker speaker_0: For the purpose of this line being recorded, you stated you would like to decline auto enrollment and coverage due to you not wanting to be enrolled with Surge, correct?

Speaker speaker_1: Correct. Because i- is it insurance benefits? I'm not quite understanding what it is.

Speaker speaker_0: Um, yes, ma'am. So I already processed the declaration for you. You have been enrolled into a medical preventative care plan. That will be \$50.16 per paycheck.

Speaker speaker_1: Oh yeah. No, I'm okay with that.

Speaker speaker_0: Okay. Um, you are still, however, even with me declining it, you are still eligible for enrollment if it's something that you're interested in. You'll have 'til March 22nd, 2025 to enroll into any coverage.

Speaker speaker_1: Okay. Sounds good. Thank you so much.

Speaker speaker_0: Of course. Is there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am. Thank you so much.

Speaker speaker_0: It was a pleasure. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You as well. Bye-bye.