

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, I got a, um, message on my phone saying... Um, it said, "Welcome. The Surge was..." Um, that's my job, and it's got where it's to enroll? Yeah. Uh- Or I'm already enrolled? So the text message you received was probably congratulating you on a job with Surge Staffing and letting you know- Yeah. ... you'd be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance. Um... Does it say how much it is? Um, I believe the deduction's \$15.82 a week. However, it covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. Well, um, right now I'm covered until July, so can I wait till then? Yeah, I can opt, uh, opt you out of it if need be, because it's an auto-enrollment. Okay. Okay, so Surge Staffing, what's the last four of your social? 3282. And what was your first and last name? Regina Conard. And for security purposes, can you verify your home address, including city, state and zip code, Regina? Uh, 1530 Old Trail Drive, Anderson, South Carolina, 29626. And your date of birth? 03/09/76. And a good telephone number I have is 864-642-8307? Yes. And the email I have is reginaconard09 or 904 at gmail? Yeah. Okay, so I'll go ahead and opt you out. Okay. Is there anything else I could help you out with today? Do I have to call back the, um... to add it in July? Uh, yes, ma'am. Okay. Is there anything else I could help you out with today? That's it. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, I got a, um, message on my phone saying... Um, it said, "Welcome. The Surge was..." Um, that's my job, and it's got where it's to enroll?

Speaker speaker_1: Yeah. Uh-

Speaker speaker_2: Or I'm already enrolled?

Speaker speaker_1: So the text message you received was probably congratulating you on a job with Surge Staffing and letting you know-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you'd be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_2: Um... Does it say how much it is?

Speaker speaker_1: Um, I believe the deduction's \$15.82 a week. However, it covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Okay. Well, um, right now I'm covered until July, so can I wait till then?

Speaker speaker_1: Yeah, I can opt, uh, opt you out of it if need be, because it's an auto-enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so Surge Staffing, what's the last four of your social?

Speaker speaker_2: 3282.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Regina Conard.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Regina?

Speaker speaker_2: Uh, 1530 Old Trail Drive, Anderson, South Carolina, 29626.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 03/09/76.

Speaker speaker_1: And a good telephone number I have is 864-642-8307?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is reginaconard09 or 904 at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so I'll go ahead and opt you out.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: Do I have to call back the, um... to add it in July?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you. Bye-bye.