

Transcript: Justin

Mills-4733597855989760-5773616670523392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Oh, I'm sorry. Um, I had got a text saying for me to call back to make sure I was enrolled. Um, here, do you mind reading out that text message for me please? Uh, no problem. It says, "Congratulations on your job with Surge. You will be automatically enrolled in MEC tele-rex within 30 days. Call..." And they put @... "...@," you know, the phone number I just now called, "to make changes before your window closes." Okay. Yeah. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance. Ah, okay. Perfect. Thank you. I appreciate- You're welcome. Have a great day, okay? Okay. Okay. Bye-bye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Oh, I'm sorry. Um, I had got a text saying for me to call back to make sure I was enrolled.

Speaker speaker_1: Um, here, do you mind reading out that text message for me please?

Speaker speaker_2: Uh, no problem. It says, "Congratulations on your job with Surge. You will be automatically enrolled in MEC tele-rex within 30 days. Call..." And they put

Speaker speaker_3: @...

Speaker speaker_2: "...@," you know, the phone number I just now called, "to make changes before your window closes."

Speaker speaker_3: Okay. Yeah. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker_2: Ah, okay. Perfect. Thank you. I appreciate-

Speaker speaker_3: You're welcome. Have a great day, okay?

Speaker speaker_2: Okay. Okay. Bye-bye.

Speaker speaker_3: Bye-bye.