

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Incurages. This is Justin. How can I help you day? Uh, my name's Brad. Hello. Hello. You there? Yeah, I'm still here. I'm listening. Uh, I've got a thing... I'm... I wa- uh, I work for, uh, I'm temp through Se- uh, Surge. I mean, not... Don't know what's this about. What do I need to do? Okay. Did you receive a text message or something? Yes, I did. Do you mind reading out the text message so I can help further assist you? Yeah, hang on. Give me one second. I'll put but... "Congrats. Your job with Surge will be auto, auto enro- and MEC. Tell, tell Rex re- ret- re- tell Rx with 30 days or 12 big at 1-800-497-4856 to make changes for, before your window close." Yeah. So that text message you received was 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. Oh, will, will, will I get a card? Yes, sir. So once you become active in the coverage, physical ID cards will be received within seven to ten business days. Okay. I'm just saying if this is like a... I'm not saying... I didn't know... Like not to make you guys mad and if it was like a spam or anything. No worries. That's what we're here for. Is there anything else I could assist you with today? No, I was just calling to see what this is about. So what I do- what I need to do, do I need to put accept, say accept or what? Um, well, since it's an automatic enrollment, you can disregard the text message since you'll be automatically enrolled. Okay. All right. Thank you. You're welcome. You have a great day. Okay? You t- you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Incurages. This is Justin. How can I help you day?

Speaker speaker_1: Uh, my name's Brad.

Speaker speaker_0: Hello. Hello.

Speaker speaker_1: You there?

Speaker speaker_0: Yeah, I'm still here. I'm listening.

Speaker speaker_1: Uh, I've got a thing... I'm... I wa- uh, I work for, uh, I'm temp through Se- uh, Surge. I mean, not... Don't know what's this about. What do I need to do?

Speaker speaker_0: Okay. Did you receive a text message or something?

Speaker speaker_1: Yes, I did.

Speaker speaker_0: Do you mind reading out the text message so I can help further assist you?

Speaker speaker_1: Yeah, hang on. Give me one second. I'll put but... "Congrats. Your job with Surge will be auto, auto enro- and MEC. Tell, tell Rex re- ret- re- tell Rx with 30 days or 12 big at 1-800-497-4856 to make changes for, before your window close."

Speaker speaker_0: Yeah. So that text message you received was 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_1: Oh, will, will, will I get a card?

Speaker speaker_0: Yes, sir. So once you become active in the coverage, physical ID cards will be received within seven to ten business days.

Speaker speaker_1: Okay. I'm just saying if this is like a... I'm not saying... I didn't know... Like not to make you guys mad and if it was like a spam or anything.

Speaker speaker_0: No worries. That's what we're here for. Is there anything else I could assist you with today?

Speaker speaker_1: No, I was just calling to see what this is about. So what I do- what I need to do, do I need to put accept, say accept or what?

Speaker speaker_0: Um, well, since it's an automatic enrollment, you can disregard the text message since you'll be automatically enrolled.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day. Okay?

Speaker speaker_1: You t- you too. Bye-bye.