

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, I was calling because I just... I received a message from you guys say- saying that I was going to be, um, auto- automatically enrolled for... This is what? The insurance? Yeah. So the text message you received was congratulating you on a job with Surge Staffing, letting you know you would 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, h- h- how can I, um... Yeah, because, um, I wasn't even able to see any o- any of the plans. There was something going on- Uh-huh. ... with the computer, with the computer, and, um, I wasn't able to see any of the plans so I didn't sign up for it. Um, I was wondering if you could... Um, so how would that be? They will just pick one for me then? Because- No, sir. ... I wouldn't- I wouldn't want to <|agent|><|en|> No, sir. ... have it picked for me. How it works is Surge automatically enrolls their new hires into a medical plan usually 30 days after their first paycheck. However, I can email you a copy of a benefit guide if you wanted to look it over and make that decision and then give us a call back when you're ready to enroll. Yeah. That- that'd be great. Do you have a good email I could send this to? Yeah. It's on gmail one second. It is arthur, A-R-T-H-U-R, P-I-C-A-Z-O1@gmail.com. And just to confirm, arthur, A-R-T-H-U-R, P-I-C-A-Z-O1@gmail? Yes. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? All right. Okay. Is there anything else I can help you out with today? No. That's it, man. Thank you. You're welcome. You have a great day, okay? You guys are cool. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, I was calling because I just... I received a message from you guys say- saying that I was going to be, um, auto- automatically enrolled for... This is what? The insurance?

Speaker speaker_0: Yeah. So the text message you received was congratulating you on a job with Surge Staffing, letting you know you would 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_1: Um, h- h- how can I, um... Yeah, because, um, I wasn't even able to see any o- any of the plans. There was something going on-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... with the computer, with the computer, and, um, I wasn't able to see any of the plans so I didn't sign up for it. Um, I was wondering if you could... Um, so how would that be? They will just pick one for me then? Because-

Speaker speaker_0: No, sir.

Speaker speaker_1: ... I wouldn't- I wouldn't want to <|agent|><|en|>

Speaker speaker_0: No, sir.

Speaker speaker_1: ... have it picked for me.

Speaker speaker_0: How it works is Surge automatically enrolls their new hires into a medical plan usually 30 days after their first paycheck. However, I can email you a copy of a benefit guide if you wanted to look it over and make that decision and then give us a call back when you're ready to enroll.

Speaker speaker_1: Yeah. That- that'd be great.

Speaker speaker_0: Do you have a good email I could send this to?

Speaker speaker_1: Yeah. It's on gmail one second. It is arthur, A-R-T-H-U-R, P-I-C-A-Z-O1@gmail.com.

Speaker speaker_0: And just to confirm, arthur, A-R-T-H-U-R, P-I-C-A-Z-O1@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Is there anything else I can help you out with today?

Speaker speaker_1: No. That's it, man. Thank you.

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

Speaker speaker_1: You guys are cool.

Speaker speaker_0: Bye.