

Transcript: Justin

Mills-5292932199923712-5192083415023616

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? How you doing, Justin? My name's, uh, William Rowley. I am employed right now with Surge. I got a message that says I will be automatically enrolled in an MEC within 30 days. Yeah. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know you'll 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. Yeah. I'm gonna, um, I wanna opt out of that, please. Okay. No worries. So Surge Staffing, what's the last four of your Social? Um, 1483. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Rowley? Yeah. It's 2850 Holmes Road, Lot 4, Ypsilanti, Michigan 48198. And confirm your date of birth? 4/19/72. And a good telephone number has 734-833-4208. Correct. And the email I have is rowleyjeff38@gmail.com. Correct. Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today? Uh, no, that's it. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: How you doing, Justin? My name's, uh, William Rowley. I am employed right now with Surge. I got a message that says I will be automatically enrolled in an MEC within 30 days.

Speaker speaker_0: Yeah. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know you'll 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: Yeah. I'm gonna, um, I wanna opt out of that, please.

Speaker speaker_0: Okay. No worries. So Surge Staffing, what's the last four of your Social?

Speaker speaker_1: Um, 1483.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Rowley?

Speaker speaker_1: Yeah. It's 2850 Holmes Road, Lot 4, Ypsilanti, Michigan 48198.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 4/19/72.

Speaker speaker_0: And a good telephone number has 734-833-4208.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is rowleyjeff38@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I can help you out with today?

Speaker speaker_1: Uh, no, that's it. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.