

## **Transcript: Justin**

**Mills-5350906309066752-5914442055761920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, Justin. Don't worry, I started a, a new assignment with Surge Staffing and they've automatically enrolled me in benefits. Um, I'm just calling to see if you can take me off of those benefits. I currently have CareSource and I don't have any need to, for any benefits right now to be withdrawn from my pay. Totally understand. So Surge Staffing, what's the last four of your social? Uh, it's 9693. And what was your first and last name? My first name is Moises, M-O-I-S-E-S. Last name is Al- A-F-O-N-S-O. And for security purposes, can you verify the home address, including city, state and zip code? Yeah. It's, uh, 217 3rd Street, Willard, Ohio. The zip code is 48550. And your date of birth? My date of birth is 08-23-1994. And a good telephone number have a 786-616-4317. Yep. That's the number I'm calling you from right now. And the email I have is alfonso.moises00@gmail? That's correct. Okay. So looking at the file, it looks like Surge hasn't opted you into benefits just yet. So I'll go ahead and opt you out before they do. But other than that, is there anything else I can help you out with today? No, that'd be it. I, I thought they did because when I did my onboarding, I opted out myself when I did the onboarding, but I received a, a text message from you guys and it said, um, "You will be auto enrolled in MEC ... RX within 30 days." So I figured, you know, it, it didn't work out and they didn't unassign me, so I figured I'd call you guys just to, to help make sure, you know, 'cause I might forget 30 days from now and then I don't get a deduction. You know what I mean? Totally understand. Um, yeah, I would, um, I would have understood the same thing. I totally understand. But I have opted you out, sir. All right. Thank you. Nothing else from me needed then? Correct. Yes, sir. All right. You have a great day. Thank you. Have a... Enjoy your holiday. You do the same, 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 Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. Don't worry, I started a, a new assignment with Surge Staffing and they've automatically enrolled me in benefits. Um, I'm just calling to see if you can take me off of those benefits. I currently have CareSource and I don't have any need to, for any benefits right now to be withdrawn from my pay.

Speaker speaker\_1: Totally understand. So Surge Staffing, what's the last four of your social?

Speaker speaker\_2: Uh, it's 9693.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: My first name is Moises, M-O-I-S-E-S. Last name is Al- A-F-O-N-S-O.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: Yeah. It's, uh, 217 3rd Street, Willard, Ohio. The zip code is 48550.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: My date of birth is 08-23-1994.

Speaker speaker\_1: And a good telephone number have a 786-616-4317.

Speaker speaker\_2: Yep. That's the number I'm calling you from right now.

Speaker speaker\_1: And the email I have is alfonso.moises00@gmail?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. So looking at the file, it looks like Surge hasn't opted you into benefits just yet. So I'll go ahead and opt you out before they do. But other than that, is there anything else I can help you out with today?

Speaker speaker\_2: No, that'd be it. I, I thought they did because when I did my onboarding, I opted out myself when I did the onboarding, but I received a, a text message from you guys and it said, um, "You will be auto enrolled in MEC ... RX within 30 days." So I figured, you know, it, it didn't work out and they didn't unassign me, so I figured I'd call you guys just to, to help make sure, you know, 'cause I might forget 30 days from now and then I don't get a deduction. You know what I mean?

Speaker speaker\_1: Totally understand. Um, yeah, I would, um, I would have understood the same thing. I totally understand. But I have opted you out, sir.

Speaker speaker\_2: All right. Thank you. Nothing else from me needed then?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: All right. You have a great day. Thank you. Have a... Enjoy your holiday.

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_2: Okay. Okay. Bye-bye.

Speaker speaker\_1: Bye-bye.