

## Transcript: Justin

**Mills-5446642559401984-5725197226786816**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. How you doing, sir? I, um, I received a automated message, um, from you guys, I think with my third-party company called Surge. I don't know if you're familiar with that. Um, but it basically says that I'll be auto-enrolled in MEC-TeleRx within 30 days, and they gave me this number if I wanted to make any changes or so. I, um, I just wanted to opt out of that. Okay. No worries. Um, so Surge Staffing. What's the last four of your social? Uh, 1-8-8-1. And your first and last name again? I'm sorry. Uh, Donzel Moore. And could you, like, explain to me more of, like, what it is? 'Cause it's kind of, like, new for me. I don't know. Um, yeah. So, I do know that Surge Staffing does automatically enroll their new hires into the MEC-TeleRx, which is a- Okay. ... preventative healthcare service plan, uh, usually 30 days after their first paycheck. However, it covers all of your preventative healthcare services, meaning, like, your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. I believe it's- Okay. ... \$15.68 a week. Okay. Does that cover, like, medications, or, like, you know, like, like, doctor visits, or, like, what does that cover? Um, so it only covers preventative healthcare services, so, like, your physicals, diabetes screenings, STD checks, pretty much things like that. However, it does include a subscription to FreeRx, which gives out free or discounted prescription coverage. Um, but if you- Yeah. ... went to freerx.com, you can check the list of medications that is covered under that website. Okay. Gotcha. And then, um, if I continue, would I still be able to cancel any time after the 30 days, or...? Yes, sir. So, um, once you're, once you are enrolled, um, so say if you call back in, four months from now and you wanted to cancel the coverage, you, you could. Yeah. However, however, cancellations do take one to two weeks to go through, so there is that. Okay. Gotcha, gotcha. Um, I'm trying to think. Uh, like you said, it's just for, like, preventative, so basically, like, checkups basically. Correct. Yes, sir. Pretty much things- Gotcha. ... that make you stay healthy. Okay. Gotcha, gotcha. Yeah. If I could, um, yeah, I'll opt out. I'll opt out of it, um, and then go from there. No worries. Um, for security purposes, could you verify your home address, including city, state and zip code, Donzel? Yes. It's, uh, 10018 Moorgate Avenue, uh, the city of Spotsylvania. Um, to be exact, apartment number is 304. Um, city is Spotsylvania. I think I said that already. Uh, zip code, 22553. Looks like I have a different address in f- on file. Fredericksburg? Uh, you may have a, you may have a older one. 8010 Cherry Tree Drive, Fredericksburg, Virginia. And what's the new address, so I can go ahead and update it for you? It's, uh, 10018 Moorgate Avenue. Moorgate Avenue. And what was the apartment number? Uh, 304D. D. Spell the- Yeah, D. ... city for me. Uh, Spotsylvania. S-P-O-T-S-Y-L-V-A-N-I-A. Okay. And the zip code. 22553. Okay. And confirm your date of birth? August 18th, 2000. And a good telephone number I have is 232-9191. Yes. Correct. And the email I have is dondon0818 at gmail? Yes. That's correct. Okay. So, I'll go ahead and

opt you out. Is there anything else I could help you out with today? Uh, no, sir. Uh, how, how fast is that effective? Uh, immediately. I already opted you out. Okay. All right. Thank you, sir. You're welcome. You have a great day, okay? All right. You too. Bye-bye. All right. Buh-bye. All right.

## 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: Hey. How you doing, sir? I, um, I received a automated message, um, from you guys, I think with my third-party company called Surge. I don't know if you're familiar with that. Um, but it basically says that I'll be auto-enrolled in MEC-TeleRx within 30 days, and they gave me this number if I wanted to make any changes or so. I, um, I just wanted to opt out of that.

Speaker speaker\_0: Okay. No worries. Um, so Surge Staffing. What's the last four of your social?

Speaker speaker\_1: Uh, 1-8-8-1.

Speaker speaker\_0: And your first and last name again? I'm sorry.

Speaker speaker\_1: Uh, Donzel Moore. And could you, like, explain to me more of, like, what it is? 'Cause it's kind of, like, new for me. I don't know.

Speaker speaker\_0: Um, yeah. So, I do know that Surge Staffing does automatically enroll their new hires into the MEC-TeleRx, which is a-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... preventative healthcare service plan, uh, usually 30 days after their first paycheck. However, it covers all of your preventative healthcare services, meaning, like, your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. I believe it's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... \$15.68 a week.

Speaker speaker\_1: Okay. Does that cover, like, medications, or, like, you know, like, like, doctor visits, or, like, what does that cover?

Speaker speaker\_0: Um, so it only covers preventative healthcare services, so, like, your physicals, diabetes screenings, STD checks, pretty much things like that. However, it does include a subscription to FreeRx, which gives out free or discounted prescription coverage. Um, but if you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... went to freerx.com, you can check the list of medications that is covered under that website.

Speaker speaker\_1: Okay. Gotcha. And then, um, if I continue, would I still be able to cancel any time after the 30 days, or...?

Speaker speaker\_0: Yes, sir. So, um, once you're, once you are enrolled, um, so say if you call back in, four months from now and you wanted to cancel the coverage, you, you could.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: However, however, cancellations do take one to two weeks to go through, so there is that.

Speaker speaker\_1: Okay. Gotcha, gotcha. Um, I'm trying to think. Uh, like you said, it's just for, like, preventative, so basically, like, checkups basically.

Speaker speaker\_0: Correct. Yes, sir. Pretty much things-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... that make you stay healthy.

Speaker speaker\_1: Okay. Gotcha, gotcha. Yeah. If I could, um, yeah, I'll opt out. I'll opt out of it, um, and then go from there.

Speaker speaker\_0: No worries. Um, for security purposes, could you verify your home address, including city, state and zip code, Donzel?

Speaker speaker\_1: Yes. It's, uh, 10018 Moorgate Avenue, uh, the city of Spotsylvania. Um, to be exact, apartment number is 304. Um, city is Spotsylvania. I think I said that already. Uh, zip code, 22553.

Speaker speaker\_0: Looks like I have a different address in f- on file. Fredericksburg?

Speaker speaker\_1: Uh, you may have a, you may have a older one. 8010 Cherry Tree Drive, Fredericksburg, Virginia.

Speaker speaker\_0: And what's the new address, so I can go ahead and update it for you?

Speaker speaker\_1: It's, uh, 10018 Moorgate Avenue.

Speaker speaker\_0: Moorgate Avenue. And what was the apartment number?

Speaker speaker\_1: Uh, 304D.

Speaker speaker\_0: D. Spell the-

Speaker speaker\_1: Yeah, D.

Speaker speaker\_0: ... city for me.

Speaker speaker\_1: Uh, Spotsylvania. S-P-O-T-S-Y-L-V-A-N-I-A.

Speaker speaker\_0: Okay. And the zip code.

Speaker speaker\_1: 22553.

Speaker speaker\_0: Okay. And confirm your date of birth?

Speaker speaker\_1: August 18th, 2000.

Speaker speaker\_0: And a good telephone number I have is 232-9191.

Speaker speaker\_1: Yes. Correct.

Speaker speaker\_0: And the email I have is dondon0818 at gmail?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: Okay. So, I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker\_1: Uh, no, sir. Uh, how, how fast is that effective?

Speaker speaker\_0: Uh, immediately. I already opted you out.

Speaker speaker\_1: Okay. All right. Thank you, sir.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right. You too. Bye-bye.

Speaker speaker\_0: All right. Buh-bye.

Speaker speaker\_1: All right.