

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? Hello. I got a message saying that I'm automatically enrolled into something and to give this number a call. I'm just kind of confused of what's going on, honestly. Yeah, so that text message you probably received was probably congratulating you on a job with Surge Staffing and letting you- Mm-hmm. ... 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. It's for health insurance. Oh, okay. Now, what's the benefits? What's... What's the gist? Um, I believe it's the MEC-TeleRx which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. And it's \$16.80 a week. Okay. Uh, well, I'll opt out it for right now. Okay. Um, so Surge Staffing, what's the last four of your social? Yeah. No, I was just saying I'm opting out of it. Yeah. So, I'm... In order for me to opt you out, I need to pull your file for you. Um, what's the last four of your social? Uh, 1737. And what was your first and last name? Tony Rousing. Tony Rousing. Let's see. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Tony? We gotta do all this for me to opt out? I'm not understanding. Yes, sir. You... You have to verify demographic information. Yes, sir. It's okay. We don't have to go through all of this. I don't feel... I don't even know who you are and I'm giving you all this information. Okay. No worries. I mean, you can reach out to Surge Staffing and they will verify. Um, if you wanted to opt out from there, you... They would just inform you to call us again. But is there anything else I can assist you with today, Tony? No, thank you. You're welcome. You have a great day, okay? All right now. All right, bye-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: Hello. I got a message saying that I'm automatically enrolled into something and to give this number a call. I'm just kind of confused of what's going on, honestly.

Speaker speaker_0: Yeah, so that text message you probably received was probably congratulating you on a job with Surge Staffing and letting you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 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. It's for health insurance.

Speaker speaker_1: Oh, okay. Now, what's the benefits? What's... What's the gist?

Speaker speaker_0: Um, I believe it's the MEC-TeleRx which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. And it's \$16.80 a week.

Speaker speaker_1: Okay. Uh, well, I'll opt out it for right now.

Speaker speaker_0: Okay. Um, so Surge Staffing, what's the last four of your social?

Speaker speaker_1: Yeah. No, I was just saying I'm opting out of it.

Speaker speaker_0: Yeah. So, I'm... In order for me to opt you out, I need to pull your file for you. Um, what's the last four of your social?

Speaker speaker_1: Uh, 1737.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Tony Rousing.

Speaker speaker_0: Tony Rousing. Let's see. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Tony?

Speaker speaker_1: We gotta do all this for me to opt out? I'm not understanding.

Speaker speaker_0: Yes, sir. You... You have to verify demographic information. Yes, sir.

Speaker speaker_1: It's okay. We don't have to go through all of this. I don't feel... I don't even know who you are and I'm giving you all this information.

Speaker speaker_0: Okay. No worries. I mean, you can reach out to Surge Staffing and they will verify. Um, if you wanted to opt out from there, you... They would just inform you to call us again. But is there anything else I can assist you with today, Tony?

Speaker speaker_1: No, thank you.

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

Speaker speaker_1: All right now.

Speaker speaker_0: All right, bye-bye.