

## Transcript: Justin

**Mills-5700684001263616-6059887417049088**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Well, sir, I just got the message, uh, because my mom had just start, uh, job from the Surge. So, I just got the message they are auto-enrolled with MEC Telx. So, what is this? I don't know. Yeah. So, the text message she received was just a courtesy reminder from Surge Staffing, just welcoming her to- Mm-hmm. ... Surge Staffing and letting her know that she would be automatically enrolled into one of the medical plans that was offered through them. So, she had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance. So, they have to pay? Uh, it's deducted weekly, yes. Uh-huh. How much do, do you know? Um, I believe it's \$16.84 a week. A week, \$16 for, per person? Correct. Okay. So, it cover everything, like dental, vision, health insurance? Um, so it just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. However, Surge Staffing does offer other medical plans as well, or, and dental and- Oh, okay. Okay. If we don't want to, so we don't want to do, so what we have to do? Um, so she wants to opt out of it? Uh, yes. Uh, because they already have the private insurance, so they don't need. Okay. Well, is she nearby so I can speak with her? Yeah. She... Because she don't speak the, in English. Is it okay I talk with her? Um, yes. Do you a-... Just ask her if you, if I could speak with, uh, her- Okay. Okay. ... on her behalf. Okay. Uh, just tell her she's here. Hey. Do you authorize for her to speak on your behalf for you? Yes. Okay. Um, so Surge Staffing, what's the last four of her social? Uh, just one moment. It will show up. Because she already take the private insurance, so she don't need this, but we need to... We don't need the health insurance from the Surge. Okay. So, in order for me to pull the file to opt her out of it, I still need the last four of her social. Okay. 7673. You said 7673? Yes, sir. And her first and last name? Uh, Suresh Bhai Patel. His first name Hai and last name is Patel. Okay. And for security purposes, could you verify the home address, including city, state and zip code? Uh, home address is 3339 Baylor Circle, McDonough, Georgia 30253. And her date of birth? Um- He's talking. ... uh, June 1st, 1968. And a good telephone number I have for her is 470-862-2552. Yes, sir. And the email I have is sapatel200867 at gmail? That's his father-in-law. S-A-Patel. Yes. Okay. So, I'll go ahead and opt her out. Is there anything else that I can help you out with today? Uh, yes. Same thing we have to do for my dad and my uncle. So, you can talk with him if you want to, for my dad, okay? Okay. Bear with me one second, okay? Okay. So, they don't got the money, right, from the pay? Uh, not on her. I went ahead and opted her out before they- Okay. ... started, uh, doing it. But I don't know about the other two, simply because I haven't pulled their file yet. Um, you can- Mm-hmm. ... pass the phone over to them, though. Okay. When you're ready, Daddy, just tell me, okay? I'm ready. Okay. He's here. Okay. He's from Surge Staffing. What's the last four of your social? Uh, uh, 2035. Social Security number 2035.

Okay. And your first and last name? Um, uh, Suresh Bhai Patel. Okay. Suresh Bhai- And for security- ... Patel. And for security purposes, can you verify the home address, including city, state and zip code? 339... 33... 3339 B- Baylor Circle, McDonough, Georgia, 30253. And your date of birth? Uh, 20 August, August 20, 1967. And a good telephone number I have for you is 770-707-6047? Yes. Yes, sir. And the email I have is anpatel088 at gmail? Yeah. Yes. Yeah. Yes. Good. Okay. So, I'll go ahead and opt you out. Is there anything else I can help you out with today? Uh, yes. They have two more person. Okay. And who's the next person? Uh, is, uh, social is, is my uncle, 0773...And is he nearby, so we can verify the home address, including city, state and zip code? Uh-huh. Home address is 3459 Baylor Circle, McDonough, Georgia 30253. Okay. And his date of birth is June 1st, 1965. Okay. Is he nearby so I could speak with him? Or does he not speak any English? Uh, he don't speak any English. Okay. Confirm his date of birth for me one more time. June 1st, 1965. And a good telephone number, 770-707-6047? Yes. Yes. And the email I have is NileshPatel2222@gmail? Yes, sir. Okay. So let's see here. I'll go ahead and opt him out, but let me notate real quick. Okay. And the next person. Okay, just hold on. I give you the social number for him. Mm. 0986. It's Vishnubhai Patel. Let me show... And verify the home address, including city, state and zip code? Uh, 3339 Baylor Circle, McDonough, Georgia 30253. And his date of birth? Uh, January 18, 1962. And a good telephone number. I have a 770-633-8212? Yes, sir. And the email I have is nitinpatel0888@gmail? Yes, sir. Okay. So I'll go ahead and opt him out. Is there anything else I could help you out with today? Uh, no, sir. Thank you. You're welcome. You have a great day, okay? Mm-hmm. You too. 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 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Well, sir, I just got the message, uh, because my mom had just start, uh, job from the Surge. So, I just got the message they are auto-enrolled with MEC Telx. So, what is this? I don't know.

Speaker speaker\_1: Yeah. So, the text message she received was just a courtesy reminder from Surge Staffing, just welcoming her to-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... Surge Staffing and letting her know that she would be automatically enrolled into one of the medical plans that was offered through them. So, she had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance.

Speaker speaker\_2: So, they have to pay?

Speaker speaker\_1: Uh, it's deducted weekly, yes.

Speaker speaker\_2: Uh-huh. How much do, do you know?

Speaker speaker\_1: Um, I believe it's \$16.84 a week.

Speaker speaker\_2: A week, \$16 for, per person?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. So, it cover everything, like dental, vision, health insurance?

Speaker speaker\_1: Um, so it just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. However, Surge Staffing does offer other medical plans as well, or, and dental and-

Speaker speaker\_2: Oh, okay. Okay. If we don't want to, so we don't want to do, so what we have to do?

Speaker speaker\_1: Um, so she wants to opt out of it?

Speaker speaker\_2: Uh, yes. Uh, because they already have the private insurance, so they don't need.

Speaker speaker\_1: Okay. Well, is she nearby so I can speak with her?

Speaker speaker\_2: Yeah. She... Because she don't speak the, in English. Is it okay I talk with her?

Speaker speaker\_1: Um, yes. Do you a-... Just ask her if you, if I could speak with, uh, her-

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: ... on her behalf.

Speaker speaker\_2: Okay. Uh, just tell her she's here.

Speaker speaker\_1: Hey. Do you authorize for her to speak on your behalf for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so Surge Staffing, what's the last four of her social?

Speaker speaker\_2: Uh, just one moment. It will show up. Because she already take the private insurance, so she don't need this, but we need to... We don't need the health insurance from the Surge.

Speaker speaker\_1: Okay. So, in order for me to pull the file to opt her out of it, I still need the last four of her social.

Speaker speaker\_2: Okay. 7673.

Speaker speaker\_1: You said 7673?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And her first and last name?

Speaker speaker\_2: Uh, Suresh Bhai Patel. His first name Hai and last name is Patel.

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

Speaker speaker\_2: Uh, home address is 3339 Baylor Circle, McDonough, Georgia 30253.

Speaker speaker\_1: And her date of birth?

Speaker speaker\_2: Um-

Speaker speaker\_0: He's talking.

Speaker speaker\_2: ... uh, June 1st, 1968.

Speaker speaker\_1: And a good telephone number I have for her is 470-862-2552.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is sapatel200867 at gmail?

Speaker speaker\_0: That's his father-in-law.

Speaker speaker\_2: S-A-Patel. Yes.

Speaker speaker\_1: Okay. So, I'll go ahead and opt her out. Is there anything else that I can help you out with today?

Speaker speaker\_2: Uh, yes. Same thing we have to do for my dad and my uncle. So, you can talk with him if you want to, for my dad, okay?

Speaker speaker\_1: Okay. Bear with me one second, okay?

Speaker speaker\_2: Okay. So, they don't got the money, right, from the pay?

Speaker speaker\_1: Uh, not on her. I went ahead and opted her out before they-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... started, uh, doing it. But I don't know about the other two, simply because I haven't pulled their file yet. Um, you can-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... pass the phone over to them, though.

Speaker speaker\_2: Okay. When you're ready, Daddy, just tell me, okay?

Speaker speaker\_1: I'm ready.

Speaker speaker\_2: Okay. He's here.

Speaker speaker\_1: Okay. He's from Surge Staffing. What's the last four of your social?

Speaker speaker\_0: Uh, uh, 2035. Social Security number 2035.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_0: Um, uh, Suresh Bhai Patel.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Suresh Bhai-

Speaker speaker\_1: And for security-

Speaker speaker\_0: ... Patel.

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

Speaker speaker\_0: 339... 33... 3339 B- Baylor Circle, McDonough, Georgia, 30253.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_0: Uh, 20 August, August 20, 1967.

Speaker speaker\_1: And a good telephone number I have for you is 770-707-6047?

Speaker speaker\_0: Yes. Yes, sir.

Speaker speaker\_1: And the email I have is anpatel088 at gmail?

Speaker speaker\_0: Yeah. Yes. Yeah. Yes. Good.

Speaker speaker\_1: Okay. So, I'll go ahead and opt you out. Is there anything else I can help you out with today?

Speaker speaker\_2: Uh, yes. They have two more person.

Speaker speaker\_1: Okay. And who's the next person?

Speaker speaker\_2: Uh, is, uh, social is, is my uncle, 0773...

Speaker speaker\_1: And is he nearby, so we can verify the home address, including city, state and zip code?

Speaker speaker\_2: Uh-huh. Home address is 3459 Baylor Circle, McDonough, Georgia 30253.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And his date of birth is June 1st, 1965.

Speaker speaker\_1: Okay. Is he nearby so I could speak with him? Or does he not speak any English?

Speaker speaker\_2: Uh, he don't speak any English.

Speaker speaker\_1: Okay. Confirm his date of birth for me one more time.

Speaker speaker\_2: June 1st, 1965.

Speaker speaker\_1: And a good telephone number, 770-707-6047?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: And the email I have is NileshPatel2222@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. So let's see here. I'll go ahead and opt him out, but let me notate real quick.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And the next person.

Speaker speaker\_2: Okay, just hold on. I give you the social number for him. Mm. 0986. It's Vishnubhai Patel.

Speaker speaker\_1: Let me show... And verify the home address, including city, state and zip code?

Speaker speaker\_2: Uh, 3339 Baylor Circle, McDonough, Georgia 30253.

Speaker speaker\_1: And his date of birth?

Speaker speaker\_2: Uh, January 18, 1962.

Speaker speaker\_1: And a good telephone number. I have a 770-633-8212?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is nitinpatel0888@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. So I'll go ahead and opt him out. Is there anything else I could help you out with today?

Speaker speaker\_2: Uh, no, sir. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Mm-hmm. You too. Bye-bye.

Speaker speaker\_1: Bye-bye.