

Transcript: Justin

Mills-6128804405493760-5775563679383552

Full Transcript

Thank you. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? I don't want... Yes. Um, I had, uh, wanted to know what I needed to do for my benefits. Okay. Did you receive a- Hello. ... text message or something? Yes, I did. Do you mind reading it out for me so I can help further assist you? Okay. It says, "Congratulations on your job with Surge. You'll be automatically enrolled in MEC text, 'Within 30 days, call BIC at 1-800-497-4856 to make changes before your window closes.'" Yeah. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know you would 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. Okay. Okay. Is there anything else I can assist you with today? No. Okay. Well, you have a wonderful day, all right? Thank you. You're welcome. Bye-bye. Uh-huh. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_0: I don't want... Yes. Um, I had, uh, wanted to know what I needed to do for my benefits.

Speaker speaker_1: Okay. Did you receive a-

Speaker speaker_0: Hello.

Speaker speaker_1: ... text message or something?

Speaker speaker_0: Yes, I did.

Speaker speaker_1: Do you mind reading it out for me so I can help further assist you?

Speaker speaker_0: Okay. It says, "Congratulations on your job with Surge. You'll be automatically enrolled in MEC text, 'Within 30 days, call BIC at 1-800-497-4856 to make changes before your window closes.'"

Speaker speaker_1: Yeah. So that text message you received was just congratulating you on a job with Surge Staffing and letting you know you would 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_0: Okay.

Speaker speaker_1: Okay. Is there anything else I can assist you with today?

Speaker speaker_0: No.

Speaker speaker_1: Okay. Well, you have a wonderful day, all right?

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_0: Uh-huh. Bye-bye.