

## **Transcript: Justin**

**Mills-6301657771753472-5632690417778688**

### **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? Yes, I just got a, um, text message from you a lot- I was trying to see what this was about. Um, do you mind reading out the text message for me please? It says, "Congratulation on your job with Surge," and all that stuff right there. Okay, um- Uh, hold on. Yeah, it says, "Congrats on your job with Surge. You will be auto enrolled in MedPillare within 30 days." How Benefits In a Cart is- this number here, this is probably how you have to make payments before they start charging you for it. Is that how it works? Yeah. Uh, so that text message you received was just congratulating you on your job with Surge Staffing and letting you know that 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. Okay, so how much would it be a month or a week or whatever like that? Um, I believe that medical plan is \$16.80 per week. Okay. Okay. Did you want to accept the auto enrollment? Yeah. Okay. Well, since it's an auto enrollment, you'll be automatically enrolled, so you can go ahead and disregard that text message. Okay? All right. Okay. Well, is there anything else I could help you out with today? That'll be all. Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day. Okay? You too. Bye. All right. 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: Yes, I just got a, um, text message from you a lot- I was trying to see what this was about.

Speaker speaker\_1: Um, do you mind reading out the text message for me please?

Speaker speaker\_2: It says, "Congratulation on your job with Surge," and all that stuff right there.

Speaker speaker\_1: Okay, um-

Speaker speaker\_2: Uh, hold on. Yeah, it says, "Congrats on your job with Surge. You will be auto enrolled in MedPillare within 30 days." How Benefits In a Cart is- this number here, this is

probably how you have to make payments before they start charging you for it. Is that how it works?

Speaker speaker\_1: Yeah. Uh, so that text message you received was just congratulating you on your job with Surge Staffing and letting you know that 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\_2: Okay, so how much would it be a month or a week or whatever like that?

Speaker speaker\_1: Um, I believe that medical plan is \$16.80 per week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Did you want to accept the auto enrollment?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Well, since it's an auto enrollment, you'll be automatically enrolled, so you can go ahead and disregard that text message. Okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker\_2: That'll be all.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day. Okay?

Speaker speaker\_2: You too. Bye.

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