

## **Transcript: Justin**

**Mills-6420278957359104-5450873079382016**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? This, this is Jaylen Thomas. Um, I had got a text message. It was like, uh, "Congrats on your job with Surge. You will be auto enroll in M-E-C-P rate within 30 days. Call at the number to make changes for your window." What that mean? 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. I'm saying, like... Uh, mm, could you, could you say that again? Like, I'm just saying, like... Say that one more time. I stated that text message you received was congratulating you on your job with Surge Staffing and letting you- Right. ... 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. I'm sorry, sir. It, it, it, for my job, like, the med- it, it for me... Um, all right. It's for health insurance. Oh. I need to get my job back, sir. It's for health insurance offered through Surge Staffing, like medical, dental, vision insurance. It's a medical- Oh, okay. Yeah, I see. Okay. Okay. Well, since you, since it's an automatic enrollment, you can go ahead and disregard the text message- All right. ... since you'll be automatically enrolled. All right. Okay. Well, you have a wonderful day, all right? You too. All right. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_1: This, this is Jaylen Thomas. Um, I had got a text message. It was like, uh, "Congrats on your job with Surge. You will be auto enroll in M-E-C-P rate within 30 days. Call at the number to make changes for your window." What that mean?

Speaker speaker\_0: 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\_1: I'm saying, like... Uh, mm, could you, could you say that again? Like, I'm just saying, like... Say that one more time.

Speaker speaker\_0: I stated that text message you received was congratulating you on your job with Surge Staffing and letting you-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... 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\_1: I'm sorry, sir. It, it, it, for my job, like, the med- it, it for me... Um, all right.

Speaker speaker\_0: It's for health insurance. Oh.

Speaker speaker\_1: I need to get my job back, sir.

Speaker speaker\_0: It's for health insurance offered through Surge Staffing, like medical, dental, vision insurance. It's a medical-

Speaker speaker\_1: Oh, okay. Yeah, I see. Okay.

Speaker speaker\_0: Okay. Well, since you, since it's an automatic enrollment, you can go ahead and disregard the text message-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... since you'll be automatically enrolled.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker\_1: You too.

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

Speaker speaker\_1: Bye.