

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, I just got a text from y'all, I guess, and I don't know what this is. What does, what's this say, what does this say? What are, what are you guys? Well, us at Benefits and a Card, we're the benefit administrators for staffing agencies. However, do you mind reading out that text message so I can help further assist you? Yeah. Hold on. Let me go get it. Let me find it. Okay. Um, let's see. "Congrats on your job ... You will be auto-enrolled in an MPC ... within 30 days. Call big X." Yes. They call big at this number. 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 had the option to either accept it or the option to opt out of it for health insurance. Well, I want to opt out of it. Okay. No worries. So Surge Staffing, what's the last four of your Social? 1522. And what was your first and last name again? Well, Brandon Walker. All right. And for security purposes, could you verify your home address, including city, state and zip code, Brandon? 7119 North 67th Avenue, Glendale, Ariz- Arizona, 85301. And confirm your date of birth? Um, 09/26/84. And a good telephone number has 480-280-3612? Yes. And the email address twin zero 09261984 at gmail? Yes. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Brandon? No. Um, with that insurance, do they charge you for that? They, they charge you for the, um, to get the, the medical, right? Yes, sir. It's weekly deductions. Ah, I wondered, did, did they, did they deduct this week for it or last week for it? Oh, no, sir. So, no, sir. So you haven't been opted into it. I went ahead and opted you out before they started that. Okay. All right. Is there anything else I could help you out with today? No, that's good enough. Thank you. You're welcome. You have a great day, okay? You too. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes, I just got a text from y'all, I guess, and I don't know what this is. What does, what's this say, what does this say? What are, what are you guys?

Speaker speaker_1: Well, us at Benefits and a Card, we're the benefit administrators for staffing agencies. However, do you mind reading out that text message so I can help further assist you?

Speaker speaker_2: Yeah. Hold on. Let me go get it. Let me find it.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, let's see. "Congrats on your job ... You will be auto-enrolled in an MPC ... within 30 days. Call big X." Yes. They call big at this number.

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 had the option to either accept it or the option to opt out of it for health insurance.

Speaker speaker_2: Well, I want to opt out of it.

Speaker speaker_1: Okay. No worries. So Surge Staffing, what's the last four of your Social?

Speaker speaker_2: 1522.

Speaker speaker_1: And what was your first and last name again?

Speaker speaker_2: Well, Brandon Walker.

Speaker speaker_1: All right. And for security purposes, could you verify your home address, including city, state and zip code, Brandon?

Speaker speaker_2: 7119 North 67th Avenue, Glendale, Ariz- Arizona, 85301.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Um, 09/26/84.

Speaker speaker_1: And a good telephone number has 480-280-3612?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email address twin zero 09261984 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today, Brandon?

Speaker speaker_2: No. Um, with that insurance, do they charge you for that? They, they charge you for the, um, to get the, the medical, right?

Speaker speaker_1: Yes, sir. It's weekly deductions.

Speaker speaker_2: Ah, I wondered, did, did they, did they deduct this week for it or last week for it?

Speaker speaker_1: Oh, no, sir. So, no, sir. So you haven't been opted into it. I went ahead and opted you out before they started that.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Is there anything else I could help you out with today?

Speaker speaker_2: No, that's good enough. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.