

## **Transcript: Malcolm**

**Nash-6169077444722688-5955303815200768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Malcolm, how can I help you? Yeah, um, I got a text message from y'all, something about 90 days, um, something like that. What staffing company do you work for? I work for Surge. So that's an automatic text going out to new hires congratulating them on the job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that they have to offer. Um, so enroll, like, like as soon as this- Health insurance. ... this task is over, I get another one? Say that again? I said, so as soon as this, like, you know, this task over here is over, I get another one? No, sir. This is for the health insurance offered through Surge. Oh, um... Okay, okay. Uh, can, can I call you back later? I'm about to head home right now, like in 30 minutes. Yes, sir. We're open to 8:00 PM Eastern Time, Monday through Friday. Sounds good. Sounds good. I appreciate you, bro. I'll call you right back. No problem.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Malcolm, how can I help you?

Speaker speaker\_2: Yeah, um, I got a text message from y'all, something about 90 days, um, something like that.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: I work for Surge.

Speaker speaker\_1: So that's an automatic text going out to new hires congratulating them on the job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that they have to offer.

Speaker speaker\_2: Um, so enroll, like, like as soon as this-

Speaker speaker\_1: Health insurance.

Speaker speaker\_2: ... this task is over, I get another one?

Speaker speaker\_1: Say that again?

Speaker speaker\_2: I said, so as soon as this, like, you know, this task over here is over, I get another one?

Speaker speaker\_1: No, sir. This is for the health insurance offered through Surge.

Speaker speaker\_2: Oh, um... Okay, okay. Uh, can, can I call you back later? I'm about to head home right now, like in 30 minutes.

Speaker speaker\_1: Yes, sir. We're open to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_2: Sounds good. Sounds good. I appreciate you, bro. I'll call you right back.

Speaker speaker\_1: No problem.