Transcript: Pamela Blanc-5608545261240320-6640179225870336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yes, it's f-... Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you? Hi. Um, I just received a letter from you guys. I'm just trying to figure out what is M- MEC? You say you would like to know what MEC is? Yes, ma'am. Okay. It's a preventive care plan. It's a, uh, health plan that the staffing agency provides to their employees. They charge you, um, it w- it's deducted from your payroll. Um, did you- Okay. ... receive the text regarding the auto enrollment? Yes, I received it and, um, I'm fine. I, um, I don't want it. No problem. Um, may I have the last three digits of your Social, um, so I can pull up your file? You work for Surge? 3994. Uh, your first and last name? Maniya Powell. Ms. Powell, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. 1762 Fox Chase Court, South Conyers, Georgia Southeast and 07042000. All right. Thank you for the information. We have a phone number on file 44706413681? Yes. And we emailed kronicbeauty22@icloud.com? Yes. Yes. So you work for Surge, right? No. You said- Do you work for Surge? What's the name of the staffing agency you work for? Wagner. Oh, okay. All right. All right. Okay, so you don't have to worry about the open enrollm- I mean, the auto enrollment, because it's been declined. Um, Werner is on open enrollment. That's why you got the text, actually. All right? Okay. So you- Yeah. You don't have to worry about it. All right, thank you. Thank you. Have a good one. You too, ma'am. Have a great rest of the day. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Yes, it's f-... Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I just received a letter from you guys. I'm just trying to figure out what is M- MEC?

Speaker speaker_1: You say you would like to know what MEC is?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. It's a preventive care plan. It's a, uh, health plan that the staffing agency provides to their employees. They charge you, um, it w- it's deducted from your payroll. Um, did you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... receive the text regarding the auto enrollment?

Speaker speaker_2: Yes, I received it and, um, I'm fine. I, um, I don't want it.

Speaker speaker_1: No problem. Um, may I have the last three digits of your Social, um, so I can pull up your file? You work for Surge?

Speaker speaker_2: 3994.

Speaker speaker_1: Uh, your first and last name?

Speaker speaker_2: Maniya Powell.

Speaker speaker_1: Ms. Powell, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: 1762 Fox Chase Court, South Conyers, Georgia Southeast and 07042000.

Speaker speaker_1: All right. Thank you for the information. We have a phone number on file 44706413681?

Speaker speaker_2: Yes.

Speaker speaker_1: And we emailed kronicbeauty22@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Yes. So you work for Surge, right?

Speaker speaker_2: No. You said-

Speaker speaker_1: Do you work for Surge? What's the name of the staffing agency you work for?

Speaker speaker_2: Wagner.

Speaker speaker_1: Oh, okay. All right. All right. Okay, so you don't have to worry about the open enrollm- I mean, the auto enrollment, because it's been declined. Um, Werner is on open enrollment. That's why you got the text, actually. All right?

Speaker speaker_2: Okay.

Speaker speaker_1: So you-

Speaker speaker_2: Yeah.

Speaker speaker_1: You don't have to worry about it.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Have a good one.

Speaker speaker_1: You too, ma'am. Have a great rest of the day.

Speaker speaker_2: Bye-bye.