Transcript: Pearl Rojas-4752883769098240-4879350859513856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Cameron Mayo. And how can I assist you? Um, yes, I had got a message, uh, I had got a message earlier, around like 1:00, and it said I would be auto-enrolled in MEC TeleRx within 30 days. I was just trying to see what is that? Um, so MEC TeleRx is a preventative health plan. Do you work for a staffing agency? Yes, I work for Search. So, Search has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to either enroll in a healthcare plan that you like or decline the coverage altogether, you're automatically enrolled in a preventative health plan that's deducted from your check every week. Oh, okay. Well, oh, okay. Well, yeah, I already have, um, I already have insurance right now with y'all. I don't, I don't want to enroll in that. Okay, what is the last four digits of your social? 4009. And if you can confirm your address and date of birth? 304 Hill Street, Apartment D, 1201, 2000. Okay, and what is the city and state? LaGrange, Georgia, 30241. All righty. And I have your phone number as 706-443-6065? Yes, ma'am. And then I have your email address as thekidd, with two Ds, CE74@gmail.com? Yes, ma'am. Okay, so it looks like you're already enrolled, but they haven't made any deductions. I'm going to go ahead and cancel the coverage. Um, they, like I said, they haven't made any deductions, but it's possible you see one or two. If you see any, at most, it'd be two. Okay. Do you have any questions? Uh, no, ma'am. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Cameron Mayo.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yes, I had got a message, uh, I had got a message earlier, around like 1:00, and it said I would be auto-enrolled in MEC TeleRx within 30 days. I was just trying to see what is that?

Speaker speaker_0: Um, so MEC TeleRx is a preventative health plan. Do you work for a staffing agency?

Speaker speaker_1: Yes, I work for Search.

Speaker speaker_0: So, Search has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to either enroll in a healthcare plan that you like or decline the coverage altogether, you're automatically enrolled in a preventative health plan that's deducted from your check every week.

Speaker speaker_1: Oh, okay. Well, oh, okay. Well, yeah, I already have, um, I already have insurance right now with y'all. I don't, I don't want to enroll in that.

Speaker speaker_0: Okay, what is the last four digits of your social?

Speaker speaker_1: 4009.

Speaker speaker_0: And if you can confirm your address and date of birth?

Speaker speaker_1: 304 Hill Street, Apartment D, 1201, 2000.

Speaker speaker_0: Okay, and what is the city and state?

Speaker speaker_1: LaGrange, Georgia, 30241.

Speaker speaker_0: All righty. And I have your phone number as 706-443-6065?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email address as thekidd, with two Ds, CE74@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so it looks like you're already enrolled, but they haven't made any deductions. I'm going to go ahead and cancel the coverage. Um, they, like I said, they haven't made any deductions, but it's possible you see one or two. If you see any, at most, it'd be two.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.