

Transcript: Sara

Marulanda-5258379689410560-5857586213240832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Account. My name is Sarah. May I have your name, please? Costaki Emmanuel. Hello, sir. How may I help you? My name is Costaki Emmanuel. So I received a me- a message from Surge Staffing. Okay. The message says, "Congrats on your job with Surge Staffing. You will be auto-enrolled in MEC, eh, eh, Tele, TeleRX within 30 days. Call, call, uh, call the number to make change before your window close." That's what they say, a text message. Okay. What they are telling you on that message is that you will be auto-enrolled in a plan called, eh, Preventive Care, MEC TeleRX. If you want to be enrolled- Okay. ... in that plan, you will see deductions every week. If you don't want to be enrolled, you need to let me know. We can go ahead and decline you before they auto-enroll you. Or if you want- Okay. ... to enroll on a different plan, we can go ahead and check that for you. Okay. So, uh, uh, they, they have a link I can enter in the link to see, to see, to see the, the, the, the, the a- all information to know what, what I need to take some... You know? Okay, can you repeat that for me please? No, I see if we don't have a link, I can enter through the link, go into the website and see what plan y- we have, and before I go ahead do that on the phone call? Yes, you can go to your email and check on the email. Okay, got it. But you're not gonna- Let me check my email. Yeah, but you're not gonna see any enrollment here. They will enroll you- Oh, yeah. ... 30 days from your first paycheck. Let me check your account- Okay. ... just to be sure. And may I have the last four- Okay. ... digits of your Social Security number, please? Okay, 5275. Okay. Costaki Emmanuel. 'Cause, 'cause I don't, 'cause I don't start the job yet. Sir? I don't start the job yet. I'm sorry. I don't understand you. Can you repeat that for me? No. I say, I say, the job I don't start in yet. I don't start the job yet. I don't start the job yet. Okay. Um, uh, hold on. Eh, can you please, eh, give me your address and date of birth, just for- So- ... security purposes? Okay. So let, let me, let me tell you something. So they text me. So they text me a message and sent me a link, okay, to apply for a job. So I apply for that job. And now I receive a text message from them to call that number within 30 days to enroll in, for e- e- e- in MEC TeleRX. TeleRX. Uh-huh. Yes. Yes. Yes. So now I don't start the job 'cause they don't send me what, what date, I, I, I, I, I, I, I, I'm gonna start the job. They don't send the, that yet. Okay. Okay. They're not gonna tell you yet. This is part of- Yes, yes. ... the application. Okay, listen to me. This is just part of the application. The application- Okay. ... usually has different parts. This is the- Okay. ... um, the benefits part. Okay. Once you fill out this part, either it's enrolled- Oh, okay. ... or not, then- Oh, okay, okay. Okay. So now- ... we- Now, m- m- I want, I want you to send me a link so I can go in to see the benefit. Okay. I'm telling you, the benefits are not there. Okay. You're not gonna be enrolled right now. Okay. Okay. Okay. Once, once, once you start working with the company, you will be enrolled 30 days after you receive the first paycheck. But the benefit... Oh, okay, okay. Now I understand

now. Okay. Thank you. That's when you're gonna get enrolled. But they- Oh. ... send you this message to let you know- Mm-hmm. ... that if you don't want to be enrolled, you have plenty time- Yeah. ... to give us a call- Mm-hmm. ... and decline the enrollment. Okay. Okay. Okay. I understand. Thank you. Okay. So- Okay. ... do you want me to check your account? No, after, after- I can- ... after I start in work, so I, I, I, I'm ca- I'm gonna call you, call you back about that. Is that too much? Okay, sure. Yes, sir. If that works. Yes. Okay. Thank you. You're more than welcome. Have a great day. You, too. Bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Account. My name is Sarah. May I have your name, please? Costaki Emmanuel. Hello, sir. How may I help you? My name is Costaki Emmanuel. So I received a me- a message from Surge Staffing. Okay. The message says, "Congrats on your job with Surge Staffing. You will be auto-enrolled in MEC, eh, eh, Tele, TeleRX within 30 days. Call, call, uh, call the number to make change before your window close." That's what they say, a text message. Okay. What they are telling you on that message is that you will be auto-enrolled in a plan called, eh, Preventive Care, MEC TeleRX. If you want to be enrolled- Okay. ... in that plan, you will see deductions every week. If you don't want to be enrolled, you need to let me know. We can go ahead and decline you before they auto-enroll you. Or if you want- Okay. ... to enroll on a different plan, we can go ahead and check that for you. Okay. So, uh, uh, they, they have a link I can enter in the link to see, to see, to see the, the, the, the, the a- all information to know what, what I need to take some... You know? Okay, can you repeat that for me please? No, I see if we don't have a link, I can enter through the link, go into the website and see what plan y- we have, and before I go ahead do that on the phone call? Yes, you can go to your email and check on the email. Okay, got it. But you're not gonna- Let me check my email. Yeah, but you're not gonna see any enrollment here. They will enroll you- Oh, yeah. ... 30 days from your first paycheck. Let me check your account- Okay. ... just to be sure. And may I have the last four- Okay. ... digits of your Social Security number, please? Okay, 5275. Okay. Costaki Emmanuel. 'Cause, 'cause I don't, 'cause I don't start the job yet. Sir? I don't start the job yet. I'm sorry. I don't understand you. Can you repeat that for me? No. I say, I say, the job I don't start in yet. I don't start the job yet. I don't start the job yet. Okay. Um, uh, hold on. Eh, can you please, eh, give me your address and date of birth, just for- So- ... security purposes? Okay. So let, let me, let me tell you something. So they text me. So they text me a message and sent me a link, okay, to apply for a job. So I apply for that job. And now I receive a text message from them to call that number within 30 days to enroll in, for e- e- e- e- in MEC TeleRX. TeleRX. Uh-huh. Yes. Yes. Yes. So now I don't start the job 'cause they don't send me what, what date, I, I, I, I, I, I, I, I'm gonna start the job. They don't send the, that yet. Okay. Okay. They're not gonna tell you yet. This is part of- Yes, yes. ... the application. Okay, listen to me. This is just part of the application. The application- Okay. ... usually has different parts. This is the- Okay. ... um, the benefits part. Okay. Once you fill out this part, either it's enrolled- Oh, okay. ... or not, then- Oh, okay, okay. Okay. So now- ... we- Now, m- m- I want, I want you to send me a link so I can go in to see the benefit. Okay. I'm telling you, the benefits are not there. Okay. You're not gonna be enrolled right now. Okay.

Okay. Okay. Once, once, once you start working with the company, you will be enrolled 30 days after you receive the first paycheck. But the benefit... Oh, okay, okay. Now I understand now. Okay. Thank you. That's when you're gonna get enrolled. But they- Oh. ... send you this message to let you know- Mm-hmm. ... that if you don't want to be enrolled, you have plenty time- Yeah. ... to give us a call- Mm-hmm. ... and decline the enrollment. Okay. Okay. Okay. I understand. Thank you. Okay. So- Okay. ... do you want me to check your account? No, after, after- I can- ... after I start in work, so I, I, I, I'm ca- I'm gonna call you, call you back about that. Is that too much? Okay, sure. Yes, sir. If that works. Yes. Okay. Thank you. You're more than welcome. Have a great day. You, too. Bye. Bye.