

Transcript: Sara

Marulanda-5934708497235968-5088376333189120

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Excuse me. What would you say? Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name is Danny Watts. Hello, sir. How may I help you today? Uh, yes, ma'am. Uh, I got a text about something that, uh, I, I need to call y'all because I'll be automatically enrolled in something that I'm not wanting. It said a MEC. I don't... Have no idea what that is. Okay. Uh, okay. We are the healthcare administrators for different staffing companies. What staffing company are you working with or have you applied with? Uh, Surge. Surge Staffing. Okay. Yeah. They, they have out enrollment. So what that means is that you have 30 days from your first paycheck in order to give us a call and decline the out enrollment on a preventive care plan called MEC if you don't want it. Or if you want the coverage or a different medical coverage, you have those same 30 days for you to enroll. Yeah, I don't want it. Okay, so let me find you on the system. That way, we can proceed with the declination. May I have, Surge Staffing, may I have, please, the last four digits of your Social Security number, locate you on the system? Uh, 0860- Mr. Danny Watts. And, uh- Yes, ma'am. ... just for security purposes, sir, can you please verify your address and date of birth? It's, uh, 89 Majors Drive, Elizabethtown, Kentucky. And your date of birth? Uh, 8/2/73. Email, wattsdanny68@yahoo.com? Yes, ma'am. Phone number, 270-801-4663? Yes, ma'am. Okay, sir. Thank you very much. So let me decline your out enrollment. Okay. I already declined it. You're not gonna be out enrolled and you're not gonna see any deductions for... From our end for healthcare coverage. Okay. Thank you very much. Uh-huh. You're more than welcome. Is there anything else that I can help you with? No, ma'am. Thank you very much. You've been helpful. Okay, sir. My pleasure. Have a wonderful day and thank you for calling Benefits in a Cart. Bye. Thank you. Have a good day. Okay. You as well, sir. Hmm, bye-bye. Have a great day. You, too. Thank you.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Excuse me. What would you say? Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name is Danny Watts. Hello, sir. How may I help you today? Uh, yes, ma'am. Uh, I got a text about something that, uh, I, I need to call y'all because I'll be automatically enrolled in something that I'm not wanting. It said a MEC. I don't... Have no idea what that is. Okay. Uh, okay. We are the healthcare administrators for different staffing companies. What staffing company are you working with or have you applied with? Uh, Surge. Surge Staffing. Okay. Yeah. They, they have out

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