

## **Transcript: Sara**

**Marulanda-6734671022604288-5245932278595584**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Rashad Thomas. Hello me sir Thomas. How may I help you, sir? Uh, I work through a temp service called Surge Staffing in Olive Branch and I work at, um, Emerson, and I got a text message about being auto enrolled into MEC TeleRx and I want to opt out of everything. I don't want to, uh, be automatic enrolled. Okay, let me check your account. May I have the last four digits of your Social Security number? Uh, 1-8-6-9... Thank you very much, Mr. Rashad Thomas, and just for security purposes, can you please verify your address and date of birth? The address is 514 Saint Paul Avenue, Senatobia, Mississippi 38668 and my birthday is June 5th, 2002. And is your email thomasr100@icloud.com? Yeah, ma'am. And is your phone number 662-299-7678? Yes, ma'am. Thank you very much. So you want to decline the auto enrollment? Yeah, I want to opt out auto, the automatic enrollment to MEC and all that. I don't want to be enrolled in none of it. Oh, okay. Sure, sir. Let me do that for you. Okay, I already opt you out and I already declined your auto enrollment. There will be no deductions from your, uh, from our end for healthcare coverage. Okay, sir? Yeah, ma'am. And will I get a message receive that I, proof that I'm not, don't get the, uh, enrolled, uh, take out my check? No, no, no. You, you won't see any deductions. There will be no deductions. Yeah, man. Okay. All righty, sir. Is there anything else that I can help you with? Uh, that's all I wanted. All righty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. Yeah, ma'am. Thank you, sir. Mm, bye bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Rashad Thomas. Hello me sir Thomas. How may I help you, sir? Uh, I work through a temp service called Surge Staffing in Olive Branch and I work at, um, Emerson, and I got a text message about being auto enrolled into MEC TeleRx and I want to opt out of everything. I don't want to, uh, be automatic enrolled. Okay, let me check your account. May I have the last four digits of your Social Security number? Uh, 1-8-6-9... Thank you very much, Mr. Rashad Thomas, and just for security purposes, can you please verify your address and date of birth? The address is 514 Saint Paul Avenue, Senatobia, Mississippi 38668 and my birthday is June 5th, 2002. And is your email thomasr100@icloud.com? Yeah, ma'am. And is your phone number 662-299-7678? Yes, ma'am. Thank you very much. So you want to decline the auto enrollment? Yeah, I want to opt out auto, the automatic enrollment to MEC and all that. I don't

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