

## Transcript: VICTORIA

Taylor-5117212798435328-5434486193340416

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I wasn't doing a call, but I had, um, received a call from Surge. Okay. Did they leave a voicemail? No. They just gave me a talking about a M- MEC telere with the 30 days. Yeah. So, um, Surge Staffing- Surge Staffing will automatically enroll members into that medical plan, the MEC telerox, 30 days from the date of your first check unless you opt out beforehand. Oh, okay. That's what that is. Okay. I was trying to see what that was. Okay. Did you want to opt out of that or...? Yeah, it's what, it's for the insurance they receive, taking out insurance on my check. Yeah, so they'll start the- again, they'll s- they'll enroll you into that plan 30 days from the date of your first check unless you, um, opt out of it, um, and the cost of it would be \$16.80 a week. Okay. I want to opt out. Okay. Uh, what's the last four of your Social? 686DA. And your first and last name? LaShawn Ohio. Do you mind verifying your address and date of birth? 2418 Kingsberry Street. How can we assist you? Okay. You said 24A Kingsberry Road? Yes. And your date of birth? 02/11/98. Okay. Phone number 901-713-2160? Yes. And then email is first and last name the number seven at gmail.com? Yes. All righty. I will go ahead and decline it and you should be good to go from here. Okay. Thank you. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: I wasn't doing a call, but I had, um, received a call from Surge.

Speaker speaker\_0: Okay. Did they leave a voicemail?

Speaker speaker\_1: No. They just gave me a talking about a M- MEC telere with the 30 days.

Speaker speaker\_0: Yeah. So, um, Surge Staffing- Surge Staffing will automatically enroll members into that medical plan, the MEC telerox, 30 days from the date of your first check unless you opt out beforehand.

Speaker speaker\_1: Oh, okay. That's what that is. Okay. I was trying to see what that was.

Speaker speaker\_0: Okay. Did you want to opt out of that or...?

Speaker speaker\_1: Yeah, it's what, it's for the insurance they receive, taking out insurance on my check.

Speaker speaker\_0: Yeah, so they'll start the- again, they'll s- they'll enroll you into that plan 30 days from the date of your first check unless you, um, opt out of it, um, and the cost of it would be \$16.80 a week.

Speaker speaker\_1: Okay. I want to opt out.

Speaker speaker\_0: Okay. Uh, what's the last four of your Social?

Speaker speaker\_1: 686DA.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: LaShawn Ohio.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 2418 Kingsberry Street. How can we assist you?

Speaker speaker\_0: Okay. You said 24A Kingsberry Road?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 02/11/98.

Speaker speaker\_0: Okay. Phone number 901-713-2160?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is first and last name the number seven at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. I will go ahead and decline it and you should be good to go from here.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.