

Transcript: VICTORIA

Taylor-5364998380929024-5086256815357952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on a Card, this is Victoria. How can I help you? Yeah, I just got a text that said, "Call big," at this number of automatically enrolled at MC, uh, M-E-C, teller RX. Okay. Are you wanting to opt out of that? No, I don't know what... I- I went through Surge. It says, "Congratulations, Surge... " "... you will be enrolled, um, MC teller RX within 30 days, call..." That's... I'm looking for a job, if they're hiring. I mean, I don't know if they..... Okay. I'm sorry. The phone's breaking up pretty bad, but this is in regards to the medical insurance through Surge Staffing. We don't have any information on the actual job assignment. Um, that's something you'll hear from them directly about. The text message is just letting you know that Surge Staffing will automatically enroll you into one of the medical plans that they offer, unless you opt out beforehand. Oh, yeah, yeah. No, I'm not opting out for this. I ain't looking for a medical plan, I'm just looking for a job first. Okay. Did you want me to go ahead and pull up your file and decline the coverage for you then? Yeah, yeah, yes, please. Okay. What's the last four of your Social? 5690. And your first and last name? Albert Benson. Okay. Do you mind verifying your address and date of birth? And you said this is through Surge? Or not through Surge? This is through Surge. We administer their medical insurance. Okay. Yeah, I want to opt out of that. Uh, 143 North Cox. The city, state and zip code? Shouldn't it be already on there? Yes, sir. I need you to verify it for security purposes. I feel like I gave you too much information already. . You know how people scam? But I don't know. I just had a potential call too, spam. Uh, look, I'll call Surge and let them do it then. They already got my information 'cause I don't want, I mean, you can't do it with the information I just gave you. Okay. That's fine. All right. Have a great day. Yeah.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yeah, I just got a text that said, "Call big," at this number of automatically enrolled at MC, uh, M-E-C, teller RX.

Speaker speaker_1: Okay. Are you wanting to opt out of that?

Speaker speaker_2: No, I don't know what... I- I went through Surge. It says, "Congratulations, Surge... " "... you will be enrolled, um, MC teller RX within 30 days, call..."

That's... I'm looking for a job, if they're hiring. I mean, I don't know if they.....

Speaker speaker_1: Okay. I'm sorry. The phone's breaking up pretty bad, but this is in regards to the medical insurance through Surge Staffing. We don't have any information on the actual job assignment. Um, that's something you'll hear from them directly about. The text message is just letting you know that Surge Staffing will automatically enroll you into one of the medical plans that they offer, unless you opt out beforehand.

Speaker speaker_2: Oh, yeah, yeah. No, I'm not opting out for this. I ain't looking for a medical plan, I'm just looking for a job first.

Speaker speaker_1: Okay. Did you want me to go ahead and pull up your file and decline the coverage for you then?

Speaker speaker_2: Yeah, yeah, yes, please.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 5690.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Albert Benson.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: And you said this is through Surge? Or not through Surge?

Speaker speaker_1: This is through Surge. We administer their medical insurance.

Speaker speaker_2: Okay. Yeah, I want to opt out of that. Uh, 143 North Cox.

Speaker speaker_1: The city, state and zip code?

Speaker speaker_2: Shouldn't it be already on there?

Speaker speaker_1: Yes, sir. I need you to verify it for security purposes.

Speaker speaker_2: I feel like I gave you too much information already. . You know how people scam? But I don't know. I just had a potential call too, spam. Uh, look, I'll call Surge and let them do it then. They already got my information 'cause I don't want, I mean, you can't do it with the information I just gave you.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_2: All right.

Speaker speaker_1: Have a great day.

Speaker speaker_2: Yeah.