

Transcript: VICTORIA

Taylor-5634155918573568-4539580583952384

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes. I was calling... I have a job with Surge. I got a message, and I'm not quite sure what it... what, what it entails. Like, it just says call this number, uh, before 30 days is up. So, this is for medical insurance being offered through, uh, Surge Staffing. Oh. I know that they will automatically enroll you into one of the medical plans unless you opt out beforehand. Oh, okay. Um, I don't think I opted out. Uh, but when I call... I called up there and asked them about it and they wasn't sure, um, anything about it. They said they would have to get back to me. But I definitely need insurance. Like, I have, uh, several different issues that are ongoing, so... Okay. Um, do you... I mean, are you... do you know what specific plan you're wanting to enroll into or do you know anything about the benefits being offered? No. They, they didn't even know anything about the benefits being offered, so that left me a little short. Okay. I'm the only one- So, I can, um... if you have a good email address, I can email you the benefits guide. And the benefits guide is gonna basically lay out all of the plans they offer, what they cover and how much they cost. Okay. Um, so if you see anything- All right. ... from there that you would like to enroll into, you would just call us back. Okay. Um, the email is justinlee3mafia@gmail.com. Okay. Um, so what I would do is just look over that. Now, the plan that they automatically enroll you into is the MEC TeleRX. So, um, either way, once you figure out what you wanna enroll into, call us back. Even if you don't wanna enroll, call us back so that we can opt you out of the auto-enrollment. That way you don't get enrolled. Okay. Yes, sir. And I know typically with new hires, they give you 30 days from the date of your first check to, uh, get enrolled. Okay. Was there anything else you might need help with? That's gonna be about it. All right. You have a wonderful day. Thank you. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes. I was calling... I have a job with Surge. I got a message, and I'm not quite sure what it... what, what it entails. Like, it just says call this number, uh, before 30 days is up.

Speaker speaker_0: So, this is for medical insurance being offered through, uh, Surge Staffing.

Speaker speaker_1: Oh.

Speaker speaker_0: I know that they will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker_1: Oh, okay. Um, I don't think I opted out. Uh, but when I call... I called up there and asked them about it and they wasn't sure, um, anything about it. They said they would have to get back to me. But I definitely need insurance. Like, I have, uh, several different issues that are ongoing, so...

Speaker speaker_0: Okay. Um, do you... I mean, are you... do you know what specific plan you're wanting to enroll into or do you know anything about the benefits being offered?

Speaker speaker_1: No. They, they didn't even know anything about the benefits being offered, so that left me a little short.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm the only one-

Speaker speaker_0: So, I can, um... if you have a good email address, I can email you the benefits guide. And the benefits guide is gonna basically lay out all of the plans they offer, what they cover and how much they cost.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so if you see anything-

Speaker speaker_1: All right.

Speaker speaker_0: ... from there that you would like to enroll into, you would just call us back.

Speaker speaker_1: Okay. Um, the email is justinlee3mafia@gmail.com.

Speaker speaker_0: Okay. Um, so what I would do is just look over that. Now, the plan that they automatically enroll you into is the MEC TeleRX. So, um, either way, once you figure out what you wanna enroll into, call us back. Even if you don't wanna enroll, call us back so that we can opt you out of the auto-enrollment. That way you don't get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. And I know typically with new hires, they give you 30 days from the date of your first check to, uh, get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: That's gonna be about it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.