

Transcript: VICTORIA

Taylor-5787694398914560-6540232496726016

Full Transcript

This call may be monitored or recorded for quality assurance purposes. Hey, you on here. Thank you for calling Benefit Center Card. This is Victoria. Yeah, yeah, yeah. I'm listening. How can I help you? Hi, Ms. Victoria. I had got a e- uh, a message saying something that I was gonna be auto-enrolled, um, into MEC. I'm not sure what that is. Okay. What's the name of the staffing agency you work through? Surge. S-U-R-G-E. Okay. Um, so it's one of the medical plans that they offer. They typically automatically enroll you into that 30 days from the date of your first check unless you opt out beforehand. Hey. Hmm. Um, and it's a preventative medical plan that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. It also comes with a, um, subscription to FreeRx, which is like a prescription plan. If it is one of the covered medications, uh, the medication would be free. Mm-hmm. Um, then- Okay, so can I opt out of it? Yeah. Uh, what's the last four of your Social? 8254. Wow. And your first and last name? Quaynoshia. K-W-A-Y-N-O-S-H-I-A. Last name is Reen, W-R-E-E-N. She on the phone. Okay. Last name is W-R-E-S? No. E-N. No. Oh, E-N. Hush, baby. She trying to talk. Yes, ma'am, Reen, W-R-E-E-N. She's nice. And, uh- Oh, yeah. ... first name is K-W-A-Y-N-O-S-H-I-A? Yes, ma'am. Gotcha. I'm sorry. Mm-hmm. You're fine. Do you mind verifying your address and date of birth? Yeah. 1005 Eisenhower Drive, Tupelo, Mississippi 38801. Um, birthday 06/21/1992. And then phone number 662-706-3074? Yes, ma'am. And email is sunshinelove92@icloud.com? Yes, ma'am. Okay. And just to verify, you're wanting to decline? I want to go home. Uh, yes, ma'am. Mama. All righty. Mama. I'll go ahead and take care of that for you. Do you need help with anything else? Daddy. No, ma'am, that's all. Thank you so much. Yes, ma'am. Have a good day. Mommy. Uh-huh, you too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, you on here.

Speaker speaker_2: Thank you for calling Benefit Center Card. This is Victoria.

Speaker speaker_1: Yeah, yeah, yeah. I'm listening.

Speaker speaker_2: How can I help you?

Speaker speaker_3: Hi, Ms. Victoria. I had got a e- uh, a message saying something that I was gonna be auto-enrolled, um, into MEC. I'm not sure what that is.

Speaker speaker_2: Okay. What's the name of the staffing agency you work through?

Speaker speaker_3: Surge. S-U-R-G-E.

Speaker speaker_2: Okay. Um, so it's one of the medical plans that they offer. They typically automatically enroll you into that 30 days from the date of your first check unless you opt out beforehand.

Speaker speaker_3: Hey. Hmm.

Speaker speaker_2: Um, and it's a preventative medical plan that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. It also comes with a, um, subscription to FreeRx, which is like a prescription plan. If it is one of the covered medications, uh, the medication would be free.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Um, then-

Speaker speaker_3: Okay, so can I opt out of it?

Speaker speaker_2: Yeah. Uh, what's the last four of your Social?

Speaker speaker_3: 8254.

Speaker speaker_1: Wow.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: Quaynoshia. K-W-A-Y-N-O-S-H-I-A. Last name is Reen, W-R-E-E-N. She on the phone.

Speaker speaker_1: Okay.

Speaker speaker_2: Last name is W-R-E-S?

Speaker speaker_1: No.

Speaker speaker_3: E-N.

Speaker speaker_1: No.

Speaker speaker_2: Oh, E-N.

Speaker speaker_3: Hush, baby. She trying to talk. Yes, ma'am, Reen, W-R-E-E-N.

Speaker speaker_1: She's nice.

Speaker speaker_2: And, uh-

Speaker speaker_1: Oh, yeah.

Speaker speaker_2: ... first name is K-W-A-Y-N-O-S-H-I-A?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Gotcha.

Speaker speaker_1: I'm sorry.

Speaker speaker_2: Mm-hmm. You're fine. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah.

Speaker speaker_3: 1005 Eisenhower Drive, Tupelo, Mississippi 38801. Um, birthday 06/21/1992.

Speaker speaker_2: And then phone number 662-706-3074?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: And email is sunshinelove92@icloud.com?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: Okay. And just to verify, you're wanting to decline?

Speaker speaker_1: I want to go home.

Speaker speaker_3: Uh, yes, ma'am.

Speaker speaker_1: Mama.

Speaker speaker_2: All righty.

Speaker speaker_1: Mama.

Speaker speaker_2: I'll go ahead and take care of that for you. Do you need help with anything else?

Speaker speaker_1: Daddy.

Speaker speaker_3: No, ma'am, that's all. Thank you so much.

Speaker speaker_2: Yes, ma'am. Have a good day.

Speaker speaker_1: Mommy.

Speaker speaker_3: Uh-huh, you too. Bye-bye.

Speaker speaker_2: Bye.