

Transcript: VICTORIA

Taylor-6026024231321600-6440906730717184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterCare. This is Victoria, how can I help you? Yeah, I had got a text from y'all. I'm sorry, I can barely hear you. I said I got a text from y'all. Okay. What did the text message say? "Congrats on your job "... "You will be able to auto enroll in something within 30 days." Okay. Are you wanting to opt out of that? Uh, I never got into that, so I'm confused. Yeah, so it's letting you know that Surge Staffing will automatically enroll you into the MEC TeleRX 30 days- Oh. ... from the date of your first check unless you opt out beforehand. 30 days, what? So, 30 days from the date of your first paycheck, you will be- Mm-hmm. ... automatically enrolled into that medical plan unless you opt out. Oh, yeah. I opted out..... Okay. What's the last four of your social? 3381. And your first and last name? Emery Delgrave. Okay. Do you mind verifying your address and date of birth? 157 Emery Drive, 12/09/2003. Okay. You said 157 Emery Drive, Huntsville, Alabama? Yeah. Harvest, Alabama. Harvest, Alabama. Okay. What's the ZIP code again? 35749. And your date of birth? 12/09/2003. Phone number 256-783-7971? Yes, ma'am. And then email is gonna be E-B-E-L-G-R-A-V-E15@gmail.com? Yes, ma'am. Okay. So, I see that you're actually already enrolled into the dental. Right. Okay. Yeah, so you should be good to go since you just enrolled into dental. Okay. Yes, ma'am. Did you need help with anything else? No, ma'am, that's it. Thank you. You're welcome. Bye-bye. All right. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits CenterCare. This is Victoria, how can I help you?

Speaker speaker_2: Yeah, I had got a text from y'all.

Speaker speaker_1: I'm sorry, I can barely hear you.

Speaker speaker_2: I said I got a text from y'all.

Speaker speaker_1: Okay. What did the text message say?

Speaker speaker_2: "Congrats on your job "... "You will be able to auto enroll in something within 30 days."

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

Speaker speaker_2: Uh, I never got into that, so I'm confused.

Speaker speaker_1: Yeah, so it's letting you know that Surge Staffing will automatically enroll you into the MEC TeleRX 30 days-

Speaker speaker_2: Oh.

Speaker speaker_1: ... from the date of your first check unless you opt out beforehand.

Speaker speaker_2: 30 days, what?

Speaker speaker_1: So, 30 days from the date of your first paycheck, you will be-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... automatically enrolled into that medical plan unless you opt out.

Speaker speaker_2: Oh, yeah. I opted out.....

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

Speaker speaker_2: 3381.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Emery Delgrave.

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

Speaker speaker_2: 157 Emery Drive, 12/09/2003.

Speaker speaker_1: Okay. You said 157 Emery Drive, Huntsville, Alabama?

Speaker speaker_2: Yeah. Harvest, Alabama.

Speaker speaker_1: Harvest, Alabama. Okay. What's the ZIP code again?

Speaker speaker_2: 35749.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/09/2003.

Speaker speaker_1: Phone number 256-783-7971?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be E-B-E-L-G-R-A-V-E15@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, I see that you're actually already enrolled into the dental.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. Yeah, so you should be good to go since you just enrolled into dental.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: No, ma'am, that's it. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: All right. Bye.