

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? I got a message from somebody said I'd be unenrolled in 30 days. Okay. W- uh, what exactly did the message say, sir? It said, "Congratulations. Only that, um, in 30 days you will be unenrolled." It says, "Congratulations. In 30 days you will be unenrolled," that's exactly what it says? Yeah. It- is- did it- Hold on. ... say unenrolled or auto-enrolled? It said, "Congratulations on your job, sir. You will be, you will be auto-unenrolled within 30 days." Okay. So, it sounds like that's the, that's a text message advising that Surge Staffing automatically enrolls their new hires into a health insurance plan 30 days after their first check, uh, to let you know that, um, this is something that they, this is one of their policies. If you do not want that insurance plan, if you just let us know, we can opt you out of that so you don't get enrolled into it. All right. Well, I tell you now, I don't. Okay. So I'll need to get a little bit of information from you, um, starting, uh, starting with I will need the last four of your Social. 6329. And your first and last name? Rodriguez McIntyre. All right. Mr. McIntyre, can you verify your address and your date of birth for me please? 503 Payne Street, , 39401. You say what is now? Your date of birth. 4-23-84. Thank you. And then we have a phone on file of 549-4826, is that correct? It is. All right. I have you opted out of the automatic enrollment, you're good to go. Anything else? No. All right. Thanks again for calling and have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: I got a message from somebody said I'd be unenrolled in 30 days.

Speaker speaker_1: Okay. W- uh, what exactly did the message say, sir?

Speaker speaker_2: It said, "Congratulations. Only that, um, in 30 days you will be unenrolled."

Speaker speaker_1: It says, "Congratulations. In 30 days you will be unenrolled," that's exactly what it says?

Speaker speaker_2: Yeah.

Speaker speaker_1: It- is- did it-

Speaker speaker_2: Hold on.

Speaker speaker_1: ... say unenrolled or auto-enrolled?

Speaker speaker_2: It said, "Congratulations on your job, sir. You will be, you will be auto-unenrolled within 30 days."

Speaker speaker_1: Okay. So, it sounds like that's the, that's a text message advising that Surge Staffing automatically enrolls their new hires into a health insurance plan 30 days after their first check, uh, to let you know that, um, this is something that they, this is one of their policies. If you do not want that insurance plan, if you just let us know, we can opt you out of that so you don't get enrolled into it.

Speaker speaker_2: All right. Well, I tell you now, I don't.

Speaker speaker_1: Okay. So I'll need to get a little bit of information from you, um, starting, uh, starting with I will need the last four of your Social.

Speaker speaker_2: 6329.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Rodriguez McIntyre.

Speaker speaker_1: All right. Mr. McIntyre, can you verify your address and your date of birth for me please?

Speaker speaker_2: 503 Payne Street, , 39401. You say what is now?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 4-23-84.

Speaker speaker_1: Thank you. And then we have a phone on file of 549-4826, is that correct?

Speaker speaker_2: It is.

Speaker speaker_1: All right. I have you opted out of the automatic enrollment, you're good to go. Anything else?

Speaker speaker_2: No.

Speaker speaker_1: All right. Thanks again for calling and have a good day.