

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you- Mm-hmm. Thank you for calling Benefits on Card. This is Chris, how can I help you today? Hey, Chris, how are you doing? I'm doing all right, sir. How about yourself? Yeah. Yeah, good. I was calling on- on a- on a behalf of my sister-in-law. She received a text and she forwarded it to me. She said that, uh, she received a text and she wanted to know what it- what is it about. It was saying that, um... It was about, uh... It said, "Congra- congrats on your job with Surge. You will be auto-enrolled in N- MAC Tele- uh, Telex. Within 30 days, call BIC at 1-800 to make change before you- your window close." What does that mean? Okay, yeah. That's, um, that's just... So it sounds like she works with a company called Surge Staffing, which is a staffing company that we partner with to offer health insurance benefits to. And that's- Yeah. ... what it... That's them letting her know that, um, 30 days after her first paycheck, they will automatically enroll her into a health insurance plan known as the- Yeah. ... MAC Tele-O-Telex Plan. If she doesn't want that insurance plan or if she wants to, uh, make any changes to it or anything like that, um, she has to give us a call to be able to do that. Um, unfortunately, you're not able to do that for her. We do need her to be on the phone. Right. Yeah. Uh, so- so she's a- she'll be automatically enrolled in- in exactly the health insurance, right? Yeah, if she do- if she does nothing, she'll be automatically enrolled. Okay. Well, yeah, she's, uh... She wants- she wants it. Okay, then she just has to do nothing and she'll be automatically enrolled in that preventative care plan. So how much- how much- how much will it be a month? It's \$15.16 per week. Uh, 15? One-five? Yes, \$15.16 per week. Okay, it's one-five, right? One-five and 60 cents, right? Yep. It's 15, one-five,.16, one-six. Okay, all right. So it's every week, right? Yes, sir. All right, thank you. I'll tell her. Y- you're welcome. Thanks for calling and have a good day. All right, thank you.

Conversation Format

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

Speaker speaker_1: Thank you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you for calling Benefits on Card. This is Chris, how can I help you today?

Speaker speaker_2: Hey, Chris, how are you doing?

Speaker speaker_1: I'm doing all right, sir. How about yourself?

Speaker speaker_2: Yeah. Yeah, good. I was calling on- on a- on a behalf of my sister-in-law. She received a text and she forwarded it to me. She said that, uh, she received a text and she wanted to know what it- what is it about. It was saying that, um... It was about, uh... It said, "Congra- congrats on your job with Surge. You will be auto-enrolled in N- MAC Tele- uh, Telex. Within 30 days, call BIC at 1-800 to make change before you- your window close." What does that mean?

Speaker speaker_1: Okay, yeah. That's, um, that's just... So it sounds like she works with a company called Surge Staffing, which is a staffing company that we partner with to offer health insurance benefits to. And that's-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... what it... That's them letting her know that, um, 30 days after her first paycheck, they will automatically enroll her into a health insurance plan known as the-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... MAC Tele-O-Telex Plan. If she doesn't want that insurance plan or if she wants to, uh, make any changes to it or anything like that, um, she has to give us a call to be able to do that. Um, unfortunately, you're not able to do that for her. We do need her to be on the phone.

Speaker speaker_2: Right.

Speaker speaker_1: Yeah.

Speaker speaker_2: Uh, so- so she's a- she'll be automatically enrolled in- in exactly the health insurance, right?

Speaker speaker_1: Yeah, if she do- if she does nothing, she'll be automatically enrolled.

Speaker speaker_2: Okay. Well, yeah, she's, uh... She wants- she wants it.

Speaker speaker_1: Okay, then she just has to do nothing and she'll be automatically enrolled in that preventative care plan.

Speaker speaker_2: So how much- how much- how much will it be a month?

Speaker speaker_1: It's \$15.16 per week.

Speaker speaker_2: Uh, 15? One-five?

Speaker speaker_1: Yes, \$15.16 per week.

Speaker speaker_2: Okay, it's one-five, right? One-five and 60 cents, right?

Speaker speaker_1: Yep. It's 15, one-five,.16, one-six.

Speaker speaker_2: Okay, all right. So it's every week, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, thank you. I'll tell her.

Speaker speaker_1: Y- you're welcome. Thanks for calling and have a good day.

Speaker speaker_2: All right, thank you.