

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 on a Card, this is Chris. How can I help you today? Hey, Chris. I just, uh, received a message. I was trying to see what that was about. Okay. Well, what did the message say, sir? Um... It said, "Congratulations on your job with Surge. You will be auto enrolled in MEC TelRx." I was trying to see what that is. Okay. So that's, uh... Surge Staffing is just letting you know that, um, part of their policy with their new hires is to automatically enroll them into a health insurance plan known as the MEC TelRx plan, um, 30 days after your first paycheck. Now, if you do not want that insurance policy, just let us know. We can make sure that you don't get enrolled into it. Um, but yeah, that's all that's saying. Oh, okay. Well, I... Oh. Yeah, I'm gonna wait on the insurance right now. Okay, so, um, do you want us to go ahead and just opt you out of the automatic enrollment then? Yeah. Okay. I'll need a little bit of information from you to locate your file. Um, starting with I'll need the last four of your Social. 1596. All right. And your first and last name? Trey Walker. All right, Mr. Walker. Could you verify your address and your date of birth for me please? 601 Lamar Avenue, 05/18/1992. And the rest of your address, the city, state and zip as well? Uh, Hattiesburg, Mississippi 39402. Thank you. Phone number file was 6015960374. Is that correct? Yep. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? No, that's it. All right. Thanks again for calling and have a wonderful day. Cool. All right, bye now.

Conversation Format

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

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

Speaker speaker_2: Hey, Chris. I just, uh, received a message. I was trying to see what that was about.

Speaker speaker_1: Okay. Well, what did the message say, sir?

Speaker speaker_2: Um... It said, "Congratulations on your job with Surge. You will be auto enrolled in MEC TelRx." I was trying to see what that is.

Speaker speaker_1: Okay. So that's, uh... Surge Staffing is just letting you know that, um, part of their policy with their new hires is to automatically enroll them into a health insurance plan known as the MEC TelRx plan, um, 30 days after your first paycheck. Now, if you do not want

that insurance policy, just let us know. We can make sure that you don't get enrolled into it. Um, but yeah, that's all that's saying.

Speaker speaker_2: Oh, okay. Well, I... Oh. Yeah, I'm gonna wait on the insurance right now.

Speaker speaker_1: Okay, so, um, do you want us to go ahead and just opt you out of the automatic enrollment then?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I'll need a little bit of information from you to locate your file. Um, starting with I'll need the last four of your Social.

Speaker speaker_2: 1596.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Trey Walker.

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

Speaker speaker_2: 601 Lamar Avenue, 05/18/1992.

Speaker speaker_1: And the rest of your address, the city, state and zip as well?

Speaker speaker_2: Uh, Hattiesburg, Mississippi 39402.

Speaker speaker_1: Thank you. Phone number file was 6015960374. Is that correct?

Speaker speaker_2: Yep.

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

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: Cool.

Speaker speaker_1: All right, bye now.