

## **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? Hello, this is Nicole Lawson. Um, I just wanna close my window. Uh, I got a message, um, at my job. It says, "Congratulation on your job with Surge. You will be auto enroll in M-E-C T-E-L-E-R-X within 30 days." So that's why I'm calling. That's why they gave me this phone number to close it. Okay. Yeah, so, um... yeah. That's just Surge Staffing advising that as a new hire with them, they automatically enroll you into that health insurance plan, the M-E-C TeleRx plan, um- Uh-huh. ... which covers preventative care services, um, things like physicals, vaccines and cancer screenings, for example. Um, if you don't want that insurance plan, just let me know. I can go ahead and opt you out of that. Um, I don't want it. Okay. Uh, what's the last four of your Social so I can locate your file to opt you out? It's 8450. Okay. Let me write that down. And I'm sorry, what was the last name one more time? Lawson. L-A-W-S-O-N. Okay, thank you. Ms. Lawson, could you verify your address and your date of birth for me? It's January 23rd, 2002. My address is 238 South Park Street, Seymour, Indiana, 47274. Thank you. Phone we have on file is 812-405-7175. Is that correct? Yes. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? All right. That's it. All right. Thanks again for calling in. Have a wonderful day. You too. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hello, this is Nicole Lawson. Um, I just wanna close my window. Uh, I got a message, um, at my job. It says, "Congratulation on your job with Surge. You will be auto enroll in M-E-C T-E-L-E-R-X within 30 days." So that's why I'm calling. That's why they gave me this phone number to close it.

Speaker speaker\_1: Okay. Yeah, so, um... yeah. That's just Surge Staffing advising that as a new hire with them, they automatically enroll you into that health insurance plan, the M-E-C TeleRx plan, um-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... which covers preventative care services, um, things like physicals, vaccines and cancer screenings, for example. Um, if you don't want that insurance plan, just let me know. I can go ahead and opt you out of that.

Speaker speaker\_2: Um, I don't want it.

Speaker speaker\_1: Okay. Uh, what's the last four of your Social so I can locate your file to opt you out?

Speaker speaker\_2: It's 8450.

Speaker speaker\_1: Okay. Let me write that down. And I'm sorry, what was the last name one more time?

Speaker speaker\_2: Lawson. L-A-W-S-O-N.

Speaker speaker\_1: Okay, thank you. Ms. Lawson, could you verify your address and your date of birth for me?

Speaker speaker\_2: It's January 23rd, 2002. My address is 238 South Park Street, Seymour, Indiana, 47274.

Speaker speaker\_1: Thank you. Phone we have on file is 812-405-7175. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker\_2: All right. That's it.

Speaker speaker\_1: All right. Thanks again for calling in. Have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye now.