

Transcript: Chris Sofield

(deactivated)-5136703141396480-4607275323834368

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? Yes, I received a message from this number, so... Okay. What did the message say, sir? Uh, to enroll in, in, uh, METEX. To enroll into METEX? Yeah, something like that. Can you read out the text message for me, sir? Hold on one second. It says, uh, "Congrats on my job. You will be enrolled..." Hold on. It said, "You will be auto-enrolled in ME- TEEX-MET TeLARX." Okay. So, that sounds like you work with a staffing company that we partner with and that staffing company- Mm-hmm. ... automatically enrolls their new hires into a health insurance plan known as the MEC TeLA-RX plan. Um, if you don't want that insurance policy, just let me know. I'll need to get a little bit of information from you and I can opt you out of that. Yeah, I don't, I don't want it. Okay. What staffing company is this for? Search. All right. What's the last four of your Social? 5670. Thank you. Your first and last name? Robert Davis. Thank you. Mr. Davis, can you verify your address and date of birth for me please? It's 222 Dawson Drive, 1481. And the rest of the address, the city, state and zip? 38401 Columbia, Tennessee. Thank you. Phone number file 9314162026? Mm-hmm. All right. Got you opted out. You're good to go. Anything else? No, that's all. All right. Thanks for calling. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, I received a message from this number, so...

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

Speaker speaker_2: Uh, to enroll in, in, uh, METEX.

Speaker speaker_1: To enroll into METEX?

Speaker speaker_2: Yeah, something like that.

Speaker speaker_1: Can you read out the text message for me, sir?

Speaker speaker_2: Hold on one second. It says, uh, "Congrats on my job. You will be enrolled..." Hold on. It said, "You will be auto-enrolled in ME- TEEX-MET TeLARX."

Speaker speaker_1: Okay. So, that sounds like you work with a staffing company that we partner with and that staffing company-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... automatically enrolls their new hires into a health insurance plan known as the MEC TeLA-RX plan. Um, if you don't want that insurance policy, just let me know. I'll need to get a little bit of information from you and I can opt you out of that.

Speaker speaker_2: Yeah, I don't, I don't want it.

Speaker speaker_1: Okay. What staffing company is this for?

Speaker speaker_2: Search.

Speaker speaker_1: All right. What's the last four of your Social?

Speaker speaker_2: 5670.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Robert Davis.

Speaker speaker_1: Thank you. Mr. Davis, can you verify your address and date of birth for me please?

Speaker speaker_2: It's 222 Dawson Drive, 1481.

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

Speaker speaker_2: 38401 Columbia, Tennessee.

Speaker speaker_1: Thank you. Phone number file 9314162026?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. Got you opted out. You're good to go. Anything else?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Thanks for calling. Have a good day.