

## **Transcript: Chris Sofield (deactivated)-5492736727400448-4787052897583104**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterCard. This is Chris. How can I help you today? Hey, how you doing? I'm doing all right, ma'am. How about yourself? I'm good. I had got a message from y'all saying congrats on the job with Surge. You'll be auto-enrolled with MEC TeleRX ■■■■. It was saying 30 days. I'm trying to see what this was. Okay. Yeah. So Surge Staffing, uh, automatically as part of their policy enrolls all new hires into a health insurance plan known as the MEC TeleRX plan, um, for pre- preventative care services and some prescription coverage. Uh, this happens 30 days after your first check automatically. Um, if you don't want that insurance, just let me know. I need to get a little bit of information from you and I can opt you out of it. Or if you want to enroll in anything else offered from them, um, then you also have that window to do so as well. But it's completely up- No. Sorry, go ahead. I'm fine. I don't... I didn't want to be in it. It's fine. Okay, so I'll need to get a little bit of information from you in order to opt you out. Uh, starting with I'll need the last four of your Social. 90 what ■■■■.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits CenterCard. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, how you doing?

Speaker speaker\_1: I'm doing all right, ma'am. How about yourself?

Speaker speaker\_2: I'm good. I had got a message from y'all saying congrats on the job with Surge. You'll be auto-enrolled with MEC TeleRX ■■■■. It was saying 30 days. I'm trying to see what this was.

Speaker speaker\_1: Okay. Yeah. So Surge Staffing, uh, automatically as part of their policy enrolls all new hires into a health insurance plan known as the MEC TeleRX plan, um, for pre- preventative care services and some prescription coverage. Uh, this happens 30 days after your first check automatically. Um, if you don't want that insurance, just let me know. I need to get a little bit of information from you and I can opt you out of it. Or if you want to enroll in anything else offered from them, um, then you also have that window to do so as well. But it's completely up-

Speaker speaker\_2: No.

Speaker speaker\_1: Sorry, go ahead.

Speaker speaker\_2: I'm fine. I don't... I didn't want to be in it. It's fine.

Speaker speaker\_1: Okay, so I'll need to get a little bit of information from you in order to opt you out. Uh, starting with I'll need the last four of your Social.

Speaker speaker\_2: 90 what ■■■.