

Transcript: Chris Sofield

(deactivated)-5965331591282688-4602291843186688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Am I speaking with Michaela Joseph? Yeah, Mrs. Joseph... Yes? A second. Hi, Mrs... Hello, can you hear me? Hold on, hold on, hold on. One second. Yeah. Hello? Hello, Ms. Joseph? Hold on. Hello? Milinda? Hello? Hello. Hello, Ms. Joseph, can you hear me? Yeah, I hear you. Hi. You're welcome. I'm doing well, ma'am. Um, my name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that you left with us a little bit ago, uh, regarding a message that you received from Surge Staffing. Yes. Okay. Um, yeah, wh- could you, uh... I was just calling to, uh, see if I could help out with that. Uh, before we continue, this call is being recorded for quality assurance and training purposes. Um, could you tell me what exactly that message said so I know better like what exactly it was trying to tell you? Okay, hold on. So, "Congrats on your job with Surge. You will, you will be auto enrolled in MEC... Call BIC to make change before your window close." Okay. So, what that is, that's tell- that's advising that Surge Staffing automatically enrolls all of their new hires into a health insurance plan known as the MEC plan. Um, if you don't want that insurance policy, just let me know and I can opt you out of that, okay? Oh, but what did, what did you offer? So, the plan that they automatically enroll you into is a preventative care only plan, so things like physicals, vaccines, cancer screenings and things like that. Um, there are other plans available, more for like medical coverage other than just preventative care services along with things like dental, vision, life insurance and the like. Um, if, uh, if you would like, uh, if you wanna, if you wanna just confirm that we have a good email address on file for you, I can actually send you an information packet that goes over the plans that Surge Staffing has to offer. Oh. Oh, okay. So... But I think that is, um, that is mystic because I... When I was in, at Surge, so I was apply for job. When my mom see the message, the message, it thinks, she thinks it talk about the job. No, this has nothing to do with the job. This has to do with the health insurance from Surge Staffing. Oh, okay. No. Were, were you looking for any health insurance from them? No, no, no. Mom... Oh. Okay. So then... Okay. I'll need you to just verify a little bit of information for me, uh, so I can make sure to opt you out. Um... Okay. Could you, uh, could you just, uh, verify real quick your address and your date of birth? No, but... I'm fine. Okay. Thank you. I, I need you to verify this information so I can make sure that you don't get, get enrolled into the insurance. No. I'm good. Thank you. S- okay. But I need you to verify this information so you don't get...

Conversation Format

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

Speaker speaker_1: Good afternoon. Am I speaking with Michaela Joseph?

Speaker speaker_2: Yeah, Mrs. Joseph... Yes?

Speaker speaker_3: A second.

Speaker speaker_1: Hi, Mrs... Hello, can you hear me?

Speaker speaker_3: Hold on, hold on, hold on. One second. Yeah. Hello?

Speaker speaker_1: Hello, Ms. Joseph?

Speaker speaker_3: Hold on. Hello?

Speaker speaker_2: Milinda?

Speaker speaker_3: Hello?

Speaker speaker_1: Hello. Hello, Ms. Joseph, can you hear me?

Speaker speaker_3: Yeah, I hear you.

Speaker speaker_1: Hi.

Speaker speaker_3: You're welcome.

Speaker speaker_1: I'm doing well, ma'am. Um, my name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that you left with us a little bit ago, uh, regarding a message that you received from Surge Staffing.

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Um, yeah, wh- could you, uh... I was just calling to, uh, see if I could help out with that. Uh, before we continue, this call is being recorded for quality assurance and training purposes. Um, could you tell me what exactly that message said so I know better like what exactly it was trying to tell you?

Speaker speaker_2: Okay, hold on. So, "Congrats on your job with Surge. You will, you will be auto enrolled in MEC... Call BIC to make change before your window close."

Speaker speaker_1: Okay. So, what that is, that's tell- that's advising that Surge Staffing automatically enrolls all of their new hires into a health insurance plan known as the MEC plan. Um, if you don't want that insurance policy, just let me know and I can opt you out of that, okay?

Speaker speaker_3: Oh, but what did, what did you offer?

Speaker speaker_1: So, the plan that they automatically enroll you into is a preventative care only plan, so things like physicals, vaccines, cancer screenings and things like that. Um, there are other plans available, more for like medical coverage other than just preventative care services along with things like dental, vision, life insurance and the like. Um, if, uh, if you would like, uh, if you wanna, if you wanna just confirm that we have a good email address on file for you, I can actually send you an information packet that goes over the plans that Surge

Staffing has to offer.

Speaker speaker_3: Oh. Oh, okay. So... But I think that is, um, that is mystic because I... When I was in, at Surge, so I was apply for job. When my mom see the message, the message, it thinks, she thinks it talk about the job.

Speaker speaker_1: No, this has nothing to do with the job. This has to do with the health insurance from Surge Staffing.

Speaker speaker_3: Oh, okay. No.

Speaker speaker_1: Were, were you looking for any health insurance from them?

Speaker speaker_3: No, no, no. Mom...

Speaker speaker_1: Oh. Okay. So then...

Speaker speaker_3: Okay.

Speaker speaker_1: I'll need you to just verify a little bit of information for me, uh, so I can make sure to opt you out. Um...

Speaker speaker_3: Okay.

Speaker speaker_1: Could you, uh, could you just, uh, verify real quick your address and your date of birth?

Speaker speaker_3: No, but... I'm fine. Okay. Thank you.

Speaker speaker_1: I, I need you to verify this information so I can make sure that you don't get, get enrolled into the insurance.

Speaker speaker_3: No. I'm good. Thank you.

Speaker speaker_1: S- okay. But I need you to verify this information so you don't get...