

## **Transcript: Chris Sofield**

**(deactivated)-6255874693611520-5424969850765312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, how can I help you today? Yes, this is Francisco Stephen. I just got a text about, okay, well, I'm working with Surge, but, uh, congratulations on your job with Surge. Okay. So that sounds like that's just, uh, Surge letting you know that, um, as a new hire with them, they automatically enroll all of their new hires into a health insurance plan, um, known as the NEC TeleRX Plan covering preventative care services. If you don't want any insurance from them, just let me know. I can pull up your file in our system and opt you out of any enrollment from them. Yeah. Can you do that? Because, um, when, when I got, you know, sent out there, they, they said Surge, um, said that they, they do do it on their part, or something like that. Okay. Um, what's the last four of your social, ma'am? 1579. Thank you. One moment. All right, Isaida, could you verify your address and your date of birth for me, please? 328 Marion Drive, Las Vegas, Nevada 89110. Thank you. And the date of birth? 4/23/'64. Thank you. We have a phone on file of looks like 702-479-9943. Is that correct? That's correct, yes. All right. I've got you opted out of automatic enrollment. You're good to go. Anything else? Yeah. Um, oh, well, you say new hire. I mean, that is that, um, as far as I know, that was a temporary job. Is it, um, somehow you get hired in there or something? No. A new hire of... Like, new hire through the temp agency. You, you are technically a new hire through Surge Staffing itself. Oh, so- Like... N- n- no. Like, it's... And all of their new temps. Oh, okay. I see what you mean. I'm like, okay. Okay. So they would have to take you to the office if you, you were actual new hire for the company, right? Y- yes. If... Uh, more so, like, yeah, as a new temp, uh, not an employee of Surge Staffing itself. Mm-hmm. Right, right. A new... Okay, I see what you mean. New temp, new temp they, uh, hire, right? Yes, ma'am. Okay, thank you so much then. Thank you. Bye-bye. No problem. Thanks for calling. Have a good day. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, how can I help you today?

Speaker speaker\_2: Yes, this is Francisco Stephen. I just got a text about, okay, well, I'm working with Surge, but, uh, congratulations on your job with Surge.

Speaker speaker\_1: Okay. So that sounds like that's just, uh, Surge letting you know that, um, as a new hire with them, they automatically enroll all of their new hires into a health insurance plan, um, known as the NEC TeleRX Plan covering preventative care services. If you don't

want any insurance from them, just let me know. I can pull up your file in our system and opt you out of any enrollment from them.

Speaker speaker\_2: Yeah. Can you do that? Because, um, when, when I got, you know, sent out there, they, they said Surge, um, said that they, they do do it on their part, or something like that.

Speaker speaker\_1: Okay. Um, what's the last four of your social, ma'am?

Speaker speaker\_2: 1579.

Speaker speaker\_1: Thank you. One moment. All right, Isaida, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: 328 Marion Drive, Las Vegas, Nevada 89110.

Speaker speaker\_1: Thank you. And the date of birth?

Speaker speaker\_2: 4/23/'64.

Speaker speaker\_1: Thank you. We have a phone on file of looks like 702-479-9943. Is that correct?

Speaker speaker\_2: That's correct, yes.

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

Speaker speaker\_2: Yeah. Um, oh, well, you say new hire. I mean, that is that, um, as far as I know, that was a temporary job. Is it, um, somehow you get hired in there or something?

Speaker speaker\_1: No. A new hire of... Like, new hire through the temp agency. You, you are technically a new hire through Surge Staffing itself.

Speaker speaker\_2: Oh, so-

Speaker speaker\_1: Like... N- n- no. Like, it's... And all of their new temps.

Speaker speaker\_2: Oh, okay. I see what you mean. I'm like, okay.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So they would have to take you to the office if you, you were actual new hire for the company, right?

Speaker speaker\_1: Y- yes. If... Uh, more so, like, yeah, as a new temp, uh, not an employee of Surge Staffing itself.

Speaker speaker\_2: Mm-hmm. Right, right. A new... Okay, I see what you mean. New temp, new temp they, uh, hire, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, thank you so much then. Thank you. Bye-bye.

Speaker speaker\_1: No problem. Thanks for calling. Have a good day.

Speaker speaker\_2: You too. Bye.