

## **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 on a Card. This is Chris. How can I help you today? Yeah, it's Chris. I got a text by some insurance from Surge. Okay. Um, was it talking about, like, automatic enrollment or just telling you that you were eligible? It was saying enrollment. I hadn't enrolled in no insurance yet. I c- can you read off the text message for me? Yeah, let me see what it says. It says, "Congrats on your job with Surge. You will be auto- auto enroll MEC telix Rx within 30 days." Okay. So I'll- So yeah, that... Uh-huh. Okay. So yeah, that, that's just advising that as a new hire with Surge Staffing, uh, they automatically enroll you into a health insurance plan known as the MEC telix plan, uh, 30 days from the date of your first check. If you don't want that insurance plan, just let me know. Um, I'll need to get a little bit of information from you. Yeah. So when they- when they... When, when they take the, uh, m- how much, how much the insurance is? Because I don't know how much it is a month. The, the plan that they would automatically enroll you into is \$15.16 per week. Okay. That sound right. It's still good. Okay. Okay. But yeah, yeah, because this, this, this check, they'll take out \$15 a check? Yeah, it'll be, it'll be every week. Uh, they will set that enrollment up 30 days after your first check. Oh, okay. All right. All right. Anything else? No, that's all. All right. Thanks again for calling and have a good day. You too.

### **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: Yeah, it's Chris. I got a text by some insurance from Surge.

Speaker speaker\_1: Okay. Um, was it talking about, like, automatic enrollment or just telling you that you were eligible?

Speaker speaker\_2: It was saying enrollment. I hadn't enrolled in no insurance yet.

Speaker speaker\_1: I c- can you read off the text message for me?

Speaker speaker\_2: Yeah, let me see what it says. It says, "Congrats on your job with Surge. You will be auto- auto enroll MEC telix Rx within 30 days."

Speaker speaker\_1: Okay.

Speaker speaker\_2: So I'll-

Speaker speaker\_1: So yeah, that...

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay. So yeah, that, that's just advising that as a new hire with Surge Staffing, uh, they automatically enroll you into a health insurance plan known as the MEC telix plan, uh, 30 days from the date of your first check. If you don't want that insurance plan, just let me know. Um, I'll need to get a little bit of information from you.

Speaker speaker\_2: Yeah. So when they- when they... When, when they take the, uh, m- how much, how much the insurance is? Because I don't know how much it is a month.

Speaker speaker\_1: The, the plan that they would automatically enroll you into is \$15.16 per week.

Speaker speaker\_2: Okay. That sound right. It's still good.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: But yeah, yeah, because this, this, this check, they'll take out \$15 a check?

Speaker speaker\_1: Yeah, it'll be, it'll be every week. Uh, they will set that enrollment up 30 days after your first check.

Speaker speaker\_2: Oh, okay. All right.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: All right. Thanks again for calling and have a good day.

Speaker speaker\_2: You too.