

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, I was, um, calling because I got a text message that said, "Congrats on your job with Surge." Um, what's MEC TeleRx? What is that? Yeah, so, so Surge auto enrolls their new hires into a preventative plan that will cover, like, a physical, some vaccines, some STD and cancer screening, but it's only for your preventative visits. So it won't cover any actual doctor visits if you get sick, urgent care, emergency room, or surgeries. Um, so if you don't opt out from the auto enrollment prior to your 30 days of receiving your first check, they do automatically enroll you into it. So if you don't want to be auto enrolled, it would be the time to opt out from the auto enrollment, um, before they start making weekly deductions for the MEC TeleRS, which is that plan. Okay. Yeah. It's fine. Thank you. Um, did you wanna opt out or did you just wanna be enrolled? Yes, I do. Okay. So I would have to do your declination because if I don't do that, they will opt you in. Um, so did you want to go ahead and do that right now? No, I hit reply stop. Uh, so that's just gonna reply to the... It's just gonna stop the messages. It's not going to actually stop the enrollment. Okay. What other information do you need for, um... I just need the last four of your Social, and I do need you to verify some information. Um, I don't really trust giving my Social out over the phone. Okay. That's fine. Um, I'm not really sure how else you would opt out, but you're welcome to speak to Surge before contacting us. But I believe you do have to contact our number to opt out. But you're welcome to, um, ask them for information if you don't feel comfortable over the phone. Okay. I definitely will 'cause I have to go there in like an hour to pick up my paycheck. So I'll just- Okay. ... ask them about it. All right. That's fine. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, I was, um, calling because I got a text message that said, "Congrats on your job with Surge." Um, what's MEC TeleRx? What is that?

Speaker speaker_0: Yeah, so, so Surge auto enrolls their new hires into a preventative plan that will cover, like, a physical, some vaccines, some STD and cancer screening, but it's only for your preventative visits. So it won't cover any actual doctor visits if you get sick, urgent care, emergency room, or surgeries. Um, so if you don't opt out from the auto enrollment prior to your 30 days of receiving your first check, they do automatically enroll you into it. So if you don't want to be auto enrolled, it would be the time to opt out from the auto enrollment, um,

before they start making weekly deductions for the MEC TeleRS, which is that plan.

Speaker speaker_1: Okay. Yeah. It's fine. Thank you.

Speaker speaker_0: Um, did you wanna opt out or did you just wanna be enrolled?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Okay. So I would have to do your declination because if I don't do that, they will opt you in. Um, so did you want to go ahead and do that right now?

Speaker speaker_1: No, I hit reply stop.

Speaker speaker_0: Uh, so that's just gonna reply to the... It's just gonna stop the messages. It's not going to actually stop the enrollment.

Speaker speaker_1: Okay. What other information do you need for, um...

Speaker speaker_0: I just need the last four of your Social, and I do need you to verify some information.

Speaker speaker_1: Um, I don't really trust giving my Social out over the phone.

Speaker speaker_0: Okay. That's fine. Um, I'm not really sure how else you would opt out, but you're welcome to speak to Surge before contacting us. But I believe you do have to contact our number to opt out. But you're welcome to, um, ask them for information if you don't feel comfortable over the phone.

Speaker speaker_1: Okay. I definitely will 'cause I have to go there in like an hour to pick up my paycheck. So I'll just-

Speaker speaker_0: Okay.

Speaker speaker_1: ... ask them about it.

Speaker speaker_0: All right. That's fine. Have a nice day.

Speaker speaker_1: You too.