

## **Transcript: Francesca**

**Baez-4727302429556736-5582120442347520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical ... My name is Francesca. How may I assist you today? I got a message on my phone that I would be automatically- I'm sorry, sir, I can't hear you. Hello? Hello? There we go. Yes, sir. I can hear you now much better. I'm sorry about that. What were you saying? I got a message saying that, uh, from Surge that I will be automatically enrolled in, into, um... Uh, let's see if I can bring it up. Is it something with the initials M-E-C? Yeah, MIC. Uh, uh, M-E-C I mean. Yes, sir. So that's them- Yeah, that's what it is. ... letting you know in regards to their company policy. They auto-enroll their new hires into a medical pre-care plan, which is that MEC plan. Um, as well the fact that you have 30 days after your first paycheck to enroll into the health insurance they offered. Oh, okay. Okay. Yeah, so if you- Okay. ... don't want to be auto-enrolled, I can opt you out of auto-enrollment. It doesn't necessarily mean that you won't be able to enroll into their insurance moving forward. It just means that you don't want it to be automatically enrolled into anything. Yes. Yes. Yeah, I don't want to be automatically enrolled 'cause I have insurance. Okay. Let me go ahead and find your account for you then. What are the last four of your Social and the last name? 9747 Sanders. Please, for security purposes, could you please verify the mailing address and the date of birth? 30... Oh, I'm sorry. Sorry. Uh, 1310 North 9th Street, Griffin, Georgia, 30223. All right. And when was your date of birth? I'm sorry. October 5th, 1968. We have the best phone number to reach you, 678-396-3901, same as the one you called on. Perfect. And I have your email down with your last and first name, number is 838@gmail.com. Perfect. All right, and then lastly, just for the purpose of the line being recorded, you stated you want to be opted out of auto-enrollment due to your not wishing to be auto-enrolled into anything with Surge. Correct? Correct. All right. You are all set, Mr. Sanders. You have all the way to December 20th if you want to take place in any of the benefits we offer. I know you say you already have insurance. I just wanted to let you know that. So you should be all set. Their system, however... Let's see. One, two. They could send you three or two more text messages as a courtesy reminder, which you can simply ignore, since their system just doesn't have a way to filter who has already declined and who hasn't. Okay. All right. So you are all set. Was there anything else we can help you with today? Uh, no, ma'am. Thank you. You was wonderful. Thank you, sir. I hope you have a wonderful rest of your day. Thank you for giving us a call today. You have a great day too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Medical ... My name is Francesca. How may I assist you today?

Speaker speaker\_2: I got a message on my phone that I would be automatically-

Speaker speaker\_1: I'm sorry, sir, I can't hear you. Hello?

Speaker speaker\_2: Hello?

Speaker speaker\_1: There we go. Yes, sir. I can hear you now much better. I'm sorry about that. What were you saying?

Speaker speaker\_2: I got a message saying that, uh, from Surge that I will be automatically enrolled in, into, um... Uh, let's see if I can bring it up.

Speaker speaker\_1: Is it something with the initials M-E-C?

Speaker speaker\_2: Yeah, MIC. Uh, uh, M-E-C I mean.

Speaker speaker\_1: Yes, sir. So that's them-

Speaker speaker\_2: Yeah, that's what it is.

Speaker speaker\_1: ... letting you know in regards to their company policy. They auto-enroll their new hires into a medical pr- care plan, which is that MEC plan. Um, as well the fact that you have 30 days after your first paycheck to enroll into the health insurance they offered.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: Yeah, so if you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... don't want to be auto-enrolled, I can opt you out of auto-enrollment. It doesn't necessarily mean that you won't be able to enroll into their insurance moving forward. It just means that you don't want it to be automatically enrolled into anything.

Speaker speaker\_2: Yes. Yes. Yeah, I don't want to be automatically enrolled 'cause I have insurance.

Speaker speaker\_1: Okay. Let me go ahead and find your account for you then. What are the last four of your Social and the last name?

Speaker speaker\_2: 9747 Sanders.

Speaker speaker\_1: Please, for security purposes, could you please verify the mailing address and the date of birth?

Speaker speaker\_2: 30... Oh, I'm sorry. Sorry. Uh, 1310 North 9th Street, Griffin, Georgia, 30223.

Speaker speaker\_1: All righty. And when was your date of birth? I'm sorry.

Speaker speaker\_2: October 5th, 1968.

Speaker speaker\_1: We have the best phone number to reach you, 678-396-3901, same as the one you called on.

Speaker speaker\_2: Perfect.

Speaker speaker\_1: And I have your email down with your last and first name, number is 838@gmail.com.

Speaker speaker\_2: Perfect.

Speaker speaker\_1: All right, and then lastly, just for the purpose of the line being recorded, you stated you want to be opted out of auto-enrollment due to your not wishing to be auto-enrolled into anything with Surge. Correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. You are all set, Mr. Sanders. You have all the way to December 20th if you want to take place in any of the benefits we offer. I know you say you already have insurance. I just wanted to let you know that. So you should be all set. Their system, however... Let's see. One, two. They could send you three or two more text messages as a courtesy reminder, which you can simply ignore, since their system just doesn't have a way to filter who has already declined and who hasn't.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. So you are all set. Was there anything else we can help you with today?

Speaker speaker\_2: Uh, no, ma'am. Thank you. You was wonderful.

Speaker speaker\_1: Thank you, sir. I hope you have a wonderful rest of your day. Thank you for giving us a call today.

Speaker speaker\_2: You have a great day too. Thank you.

Speaker speaker\_1: Bye-bye.