

## Transcript: Franchesca

**Baez-6341889364541440-5846374340313088**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In Our Car. My name is... How can I assist you today? Uh, I got a message saying something about this. I... I don't know what this message is for- Okay. Could you repeat the message for me, please? ... about your program. Okay, I can. It says, "Congrats on your job with Surge. You'll be auto-enrolled in MEC TeleRx within 30 days. Call BIC at this number to make changes before your window closes." Was that... What does that mean? Okay, so they're advising you in regards to Surge company policy, where they auto-enroll the new hires into a medical preventative care plan, which is what that, uh, B- I mean, M-E-C is. They're advising you to give us a call, which is Benefits In Our Car, so that we can assist you in either opting out so that you're not auto-enrolled or to make any enrollments into any of the other benefits that they offer if you wish to. All right. Yes, did you want me to process a declination for you or provide more information in regards to that plan that you would be auto-enrolled into? No, ma'am. Thank you. I... I just wanted to know what that meant. Understood. Keep in mind though, you have those 30 days within them to decline that auto-enrollment. Give or take, we can't really say precisely when it will take place, but at some point during those 30 days, it will. Yes, ma'am. Thank you. Thank you for giving us a call today. I hope you have a wonderful rest- You too. ... day.

### Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits In Our Car. My name is... How can I assist you today?

Speaker speaker\_2: Uh, I got a message saying something about this. I... I don't know what this message is for-

Speaker speaker\_1: Okay. Could you repeat the message for me, please?

Speaker speaker\_2: ... about your program. Okay, I can. It says, "Congrats on your job with Surge. You'll be auto-enrolled in MEC TeleRx within 30 days. Call BIC at this number to make changes before your window closes." Was that... What does that mean?

Speaker speaker\_1: Okay, so they're advising you in regards to Surge company policy, where they auto-enroll the new hires into a medical preventative care plan, which is what that, uh, B- I mean, M-E-C is. They're advising you to give us a call, which is Benefits In Our Car, so that

we can assist you in either opting out so that you're not auto-enrolled or to make any enrollments into any of the other benefits that they offer if you wish to.

Speaker speaker\_2: All right.

Speaker speaker\_1: Yes, did you want me to process a declination for you or provide more information in regards to that plan that you would be auto-enrolled into?

Speaker speaker\_2: No, ma'am. Thank you. I... I just wanted to know what that meant.

Speaker speaker\_1: Understood. Keep in mind though, you have those 30 days within them to decline that auto-enrollment. Give or take, we can't really say precisely when it will take place, but at some point during those 30 days, it will.

Speaker speaker\_2: Yes, ma'am. Thank you.

Speaker speaker\_1: Thank you for giving us a call today. I hope you have a wonderful rest-

Speaker speaker\_2: You too.

Speaker speaker\_1: ... day.