

Transcript: Francesca

Baez-6343498892001280-5464725900443648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, I just got a text message saying, um, "You'll be enrolled... You'll be auto-enrolled in MEC Teddy Rx within 30 days and call BIC at..." And it says... And it sent the number, so I don't really understand what that means. Are you an employee with any staffing company? Yes, ma'am. Which one? Surge. So they're letting you know in regards to their company policy, they auto-enroll members into a medical preventative care plan, which is what that MEC Teddy Rx is. Our information is there 'cause we're the administrators of the health insurance they offer. Oh. Oh, uh, all right. Thank you. I was just asking. Yeah, sir. So if you want to enroll, decline it, we will be the ones that you will call to assist you in doing so. You said that's healthcare? Health insurance, sir. Oh, all right. It gets charged from your pay stub when you're enrolled into it. Um, so, like, I'm auto-enrolled into it? Yes, sir. As I stated, you will speak with us if you want to decline it or if you want to enroll into it. Can I decline it? Sure thing. What is the last four of the Social? 0932. And the last name? L-O-W-E-R-Y. For security purposes, please verify your mailing address and date of birth. My mailing address? Yes, sir. Um, 7101 37th Street, Phoenix City, AZ. And the date of birth is March 21st, 2006. We have the best phone number to reach you down as 334-909-3840. Yes, ma'am. And we have your email down as your first name 555@gmail.com. Yes, ma'am. And for the purpose of the line being recorded, you have already stated that you would like to decline auto-enrollment with Search Staffing, correct? Okay. Oh, yes, ma'am. Surge. Okay, I went ahead and declined it already. In the event that you do want to enroll into any of the medical insurance they offer, you have 'til December 7th, 2024 to do so. All right. But no, I think I'm gonna just decline it. Understand. So as of right now, the status of your account, the only way that you can get enrolled into benefits is if you called in yourself or you fill out a form requesting coverage with Surge. Aside from that, their system could still send you text messages all the way 'til December 7th, just as a courtesy reminder. You can simply ignore them if you wish to. All right. Thank you. My pleasure. I hope you have a wonderful rest of your 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 in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, I just got a text message saying, um, "You'll be enrolled... You'll be auto-enrolled in MEC Teddy Rx within 30 days and call BIC at..." And it says... And it sent the number, so I don't really understand what that means.

Speaker speaker_1: Are you an employee with any staffing company?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Which one?

Speaker speaker_2: Surge.

Speaker speaker_1: So they're letting you know in regards to their company policy, they auto-enroll members into a medical preventative care plan, which is what that MEC Teddy Rx is. Our information is there 'cause we're the administrators of the health insurance they offer.

Speaker speaker_2: Oh. Oh, uh, all right. Thank you. I was just asking.

Speaker speaker_1: Yeah, sir. So if you want to enroll, decline it, we will be the ones that you will call to assist you in doing so.

Speaker speaker_2: You said that's healthcare?

Speaker speaker_1: Health insurance, sir.

Speaker speaker_2: Oh, all right.

Speaker speaker_1: It gets charged from your pay stub when you're enrolled into it.

Speaker speaker_2: Um, so, like, I'm auto-enrolled into it?

Speaker speaker_1: Yes, sir. As I stated, you will speak with us if you want to decline it or if you want to enroll into it.

Speaker speaker_2: Can I decline it?

Speaker speaker_1: Sure thing. What is the last four of the Social?

Speaker speaker_2: 0932.

Speaker speaker_1: And the last name?

Speaker speaker_2: L-O-W-E-R-Y.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: My mailing address?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, 7101 37th Street, Phoenix City, AZ. And the date of birth is March 21st, 2006.

Speaker speaker_1: We have the best phone number to reach you down as 334-909-3840.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And we have your email down as your first name 555@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And for the purpose of the line being recorded, you have already stated that you would like to decline auto-enrollment with Search Staffing, correct?

Speaker speaker_2: Okay. Oh, yes, ma'am. Surge.

Speaker speaker_1: Okay, I went ahead and declined it already. In the event that you do want to enroll into any of the medical insurance they offer, you have 'til December 7th, 2024 to do so.

Speaker speaker_2: All right. But no, I think I'm gonna just decline it.

Speaker speaker_1: Understand. So as of right now, the status of your account, the only way that you can get enrolled into benefits is if you called in yourself or you fill out a form requesting coverage with Surge. Aside from that, their system could still send you text messages all the way 'til December 7th, just as a courtesy reminder. You can simply ignore them if you wish to.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too.