

Transcript: Francesca

Baez-6720248962662400-5832500691124224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca of Benefitlial Care looking to speak to Mr. McDonald on behalf of Surge Staffing. This is... You said Surge Staffing? Yes, sir. This, uh, this is him. All right. We're giving you a call in regards to a text message you received last Thursday to which you replied, "What is this?" So I was just going to clarify, that text message is informing you of your personal enrollment period to enroll into the health insurance Surge offers and they're also advising you that your company has auto-enrollment policy. They will automatically enroll you into a medical preventative care plan which is what the NEC plan is unless you would like to decline. All right. Uh, no. Um, no to what, sir? No you want to decline or no you do not want to decline and want to be auto-enrolled? I want to decline. Okay. So then just for the purpose of this line being recorded, you said that you will admit a process of declination into auto-enrollment with Surge Staffing, correct? Uh-huh. Understood. So our process of declination, their system could still send you about... Let's see. Roughly one to two more-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. My name is Francesca of Benefitlial Care looking to speak to Mr. McDonald on behalf of Surge Staffing. This is... You said Surge Staffing? Yes, sir. This, uh, this is him. All right. We're giving you a call in regards to a text message you received last Thursday to which you replied, "What is this?" So I was just going to clarify, that text message is informing you of your personal enrollment period to enroll into the health insurance Surge offers and they're also advising you that your company has auto-enrollment policy. They will automatically enroll you into a medical preventative care plan which is what the NEC plan is unless you would like to decline. All right. Uh, no. Um, no to what, sir? No you want to decline or no you do not want to decline and want to be auto-enrolled? I want to decline. Okay. So then just for the purpose of this line being recorded, you said that you will admit a process of declination into auto-enrollment with Surge Staffing, correct? Uh-huh. Understood. So our process of declination, their system could still send you about... Let's see. Roughly one to two more-