

Transcript: Justin

Mills-4619081746956288-5296690952617984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, I'm calling because I got a... Y'all called me from Surge from a text message, something like that, uh, tell me, who are you? Yeah, do you mind reading out the text message for me please? Oh, shoot. Let me see if I can deal with it. Um, it said call... Hold on one minute. Let me see if I can deal with it. I just had it on the phone. I'm trying to yeah, okay. "Congrats on your job with Surge. You will be auto enrolled in Med TeleRX within 30 days. Call BIC at this number to make changes before your window closes." Yeah, so the text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it. It's for health insurance. Okay, it's just a job. I- I'm trying to see. "Congratulations on your job with Surge." Yeah, so did you apply to Surge Staffing and get, uh, an assignment through them? Yes, I... Well, no, they were supposed to call me back about a job, some kind of medical job. Okay, um, so that text message is actually sent to all of the new hires that went through Surge Staffing and applied for a job. It was just a courtesy reminder from them welcoming you to Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans. So, you had the option to either accept it or the option to opt out of it. Oh, it's a medical plan. Oh, put... Okay, they ... medical plan. Correct. Oh, oh, oh, okay. But they just didn't call me about no job. I thought about they calling about a job. Uh, no, ma'am. We just deal with the health insurance here at Benefits and a Card. Okay. All right, thank you. You're welcome. You have a great day, okay? You too. All right, bye-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 Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, I'm calling because I got a... Y'all called me from Surge from a text message, something like that, uh, tell me, who are you?

Speaker speaker_1: Yeah, do you mind reading out the text message for me please?

Speaker speaker_2: Oh, shoot. Let me see if I can deal with it. Um, it said call... Hold on one minute. Let me see if I can deal with it. I just had it on the phone. I'm trying to yeah, okay.

"Congrats on your job with Surge. You will be auto enrolled in Med TeleRX within 30 days. Call BIC at this number to make changes before your window closes."

Speaker speaker_1: Yeah, so the text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them. So you had the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_2: Okay, it's just a job. I- I'm trying to see. "Congratulations on your job with Surge."

Speaker speaker_1: Yeah, so did you apply to Surge Staffing and get, uh, an assignment through them?

Speaker speaker_2: Yes, I... Well, no, they were supposed to call me back about a job, some kind of medical job.

Speaker speaker_1: Okay, um, so that text message is actually sent to all of the new hires that went through Surge Staffing and applied for a job. It was just a courtesy reminder from them welcoming you to Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans. So, you had the option to either accept it or the option to opt out of it.

Speaker speaker_2: Oh, it's a medical plan. Oh, put... Okay, they ... medical plan.

Speaker speaker_1: Correct.

Speaker speaker_2: Oh, oh, oh, okay. But they just didn't call me about no job. I thought about they calling about a job.

Speaker speaker_1: Uh, no, ma'am. We just deal with the health insurance here at Benefits and a Card.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.