

Transcript: Justin

Mills-4661442110603264-5894577754259456

Full Transcript

Thank you for calling Benefits and Ourselves. This is Justin. How can I help you today? Uh, yeah. I rec- I received a text from y'all. I don't- I'm trying to figure out what it's about. Do you mind reading it out, uh, the text message for me, please? Okay. One second. Okay. It said, "Congratulations on your job with Surge. You will be auto-enrolled in MEC tel- tel-, uh, Rx within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes." Yeah. So that text message you received was just congratulating you on our job with Surge Staffing and letting you know- Uh-huh. ... you will 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. S- it's for health insurance. Oh. Oh, okay. So just for medical? Yes, sir. Oh, okay. Well... All right. Well, that- that's all I wanted to know, but I don't need medical right now. Okay. I can opt you out of it, if need be. Okay. Okay. So Surge Staffing. What's the last four of your social? 5507. And what was your first and last name? Cornell Strawder. Strawder. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Strawder? 535 1/2 Way Drive, Richmond, Kentucky, 40475. And confirm your date of birth? 10/07/79. And a good telephone number. It has 859-551-7779? Yep. And the email has cornell.strawder79 at gmail? Yep. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today? Uh, no, that'll be all. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Ourselves. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yeah. I rec- I received a text from y'all. I don't- I'm trying to figure out what it's about.

Speaker speaker_0: Do you mind reading it out, uh, the text message for me, please?

Speaker speaker_1: Okay. One second.

Speaker speaker_0: Okay.

Speaker speaker_1: It said, "Congratulations on your job with Surge. You will be auto-enrolled in MEC tel- tel-, uh, Rx within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes."

Speaker speaker_0: Yeah. So that text message you received was just congratulating you on our job with Surge Staffing and letting you know-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... you will 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. S- it's for health insurance.

Speaker speaker_1: Oh. Oh, okay. So just for medical?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. Well... All right. Well, that- that's all I wanted to know, but I don't need medical right now.

Speaker speaker_0: Okay. I can opt you out of it, if need be.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So Surge Staffing. What's the last four of your social?

Speaker speaker_1: 5507.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Cornell Strawder.

Speaker speaker_0: Strawder. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Strawder?

Speaker speaker_1: 535 1/2 Way Drive, Richmond, Kentucky, 40475.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 10/07/79.

Speaker speaker_0: And a good telephone number. It has 859-551-7779?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email has cornell.strawder79 at gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_1: Uh, no, that'll be all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.