

## **Transcript: Justin**

**Mills-4932308533460992-6665860413341696**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Best ... Guard. This is Justin. How can I help you today? Hello. I received a, a text to call this number. Yeah. Do you mind reading out the text message for me, please? It says, "Congrats on your job with Surge. You will be auto enrolled in MEC. To RX within 30 days. Call BIC at... Make changes before your windows close." 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 have the option to either accept it or the option to opt out of it. It's for health insurance. Oh. Oh, it's a medical plan? Correct. Okay. Thank you so much. You're welcome. You have a great day, okay? You too. All right. 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 Best ... Guard. This is Justin. How can I help you today?

Speaker speaker\_2: Hello. I received a, a text to call this number.

Speaker speaker\_1: Yeah. Do you mind reading out the text message for me, please?

Speaker speaker\_2: It says, "Congrats on your job with Surge. You will be auto enrolled in MEC. To RX within 30 days. Call BIC at... Make changes before your windows close."

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 have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker\_2: Oh. Oh, it's a medical plan?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye-bye.