

Transcript: Justin

Mills-5231384728125440-5858959632580608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? I have a text message with y'all and I was trying to follow up on it. Do you mind reading out the text message for me, please? Okay. It said, "Congrats on your job with Surge. You will be auto enrolled in Med... care RIX within 30 days." What is that? Yeah. So the text message you received was just congratulating you on your job with Surge Staffing and letting you know that 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. Oh, okay. Okay. Well, thank you. You're welcome. Is there anything else I can help you out with today? That'll be all. Awesome. Well, you have a wonderful day, okay? You too. Thank you. Thank you. Bye-bye. Bye. Sounds good.

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. This is Justin. How can I help you today?

Speaker speaker_2: I have a text message with y'all and I was trying to follow up on it.

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

Speaker speaker_2: Okay. It said, "Congrats on your job with Surge. You will be auto enrolled in Med... care RIX within 30 days." What is that?

Speaker speaker_1: Yeah. So the text message you received was just congratulating you on your job with Surge Staffing and letting you know that 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: Oh, okay. Okay. Well, thank you.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: That'll be all.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye. Sounds good.