

Transcript: Justin

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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? I don't know. Y'all sent me a text message. Do you mind reading out the text message for me, please? Huh? Do you mind reading out the text message for me, please? Uh, it says, "Congrats on your job with Surge. You will auto enroll in MBC Tele- TeleWorks, Ricks, within 30 days. Call BIC at this number to make changes before the window closes." I don't know. Yeah, so that text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be- Okay. ... 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 for health insurance. Oh, okay. Uh, um, w- what job is this for? The job I'm working at, or is it for another job, or...? Um, so whatever job you got through Surge Staffing, which is a staffing agency. Mm-hmm. I honestly don't know what assignment you got on. Um, it's just, it was a welcoming- Oh, okay. ... text to all of their new hires. Oh, got it. No, that's why I was wondering, 'cause that was my first time getting a text message like this before. No worries. Is there anything else I could help you out with today? Um, how do I enroll in this or whatever it is? Um, well, since it's an automatic enrollment, you can disregard the text message. But if you wanted to opt out, I can pull your file for you and opt you out from there. And this is for insurance benefits only? Correct. And if I enroll in it, um, does... Is it... Would it let me set up like my estimate like with it or no? Um, no. Honestly, that'll be a great question for Surge Staffing. We just deal with their health insurance like the medical, dental, vision insurance. Okay. Okay. All right. Okay. Let me give Surge a call and I'll give y'all a call back. No worries. You have a great day, okay? All right. Thank you. All right. Bye-bye. All right.

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: I don't know. Y'all sent me a text message.

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

Speaker speaker_2: Huh?

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

Speaker speaker_2: Uh, it says, "Congrats on your job with Surge. You will auto enroll in MBC Tele- TeleWorks, Ricks, within 30 days. Call BIC at this number to make changes before the window closes." I don't know.

Speaker speaker_1: Yeah, so that text message you received was just congratulating you on a job with Surge Staffing and letting you know you would be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 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 for health insurance.

Speaker speaker_2: Oh, okay. Uh, um, w- what job is this for? The job I'm working at, or is it for another job, or...?

Speaker speaker_1: Um, so whatever job you got through Surge Staffing, which is a staffing agency.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I honestly don't know what assignment you got on. Um, it's just, it was a welcoming-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... text to all of their new hires.

Speaker speaker_2: Oh, got it. No, that's why I was wondering, 'cause that was my first time getting a text message like this before.

Speaker speaker_1: No worries. Is there anything else I could help you out with today?

Speaker speaker_2: Um, how do I enroll in this or whatever it is?

Speaker speaker_1: Um, well, since it's an automatic enrollment, you can disregard the text message. But if you wanted to opt out, I can pull your file for you and opt you out from there.

Speaker speaker_2: And this is for insurance benefits only?

Speaker speaker_1: Correct.

Speaker speaker_2: And if I enroll in it, um, does... Is it... Would it let me set up like my estimate like with it or no?

Speaker speaker_1: Um, no. Honestly, that'll be a great question for Surge Staffing. We just deal with their health insurance like the medical, dental, vision insurance.

Speaker speaker_2: Okay. Okay. All right. Okay. Let me give Surge a call and I'll give y'all a call back.

Speaker speaker_1: No worries. You have a great day, okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: All right.