

## **Transcript: Justin**

**Mills-5860702951882752-5503233092272128**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, I just got a, a text message. Uh, I really didn't understand, but I am with, uh, Suge Staffing Services. So, the text message that you probably received was just congratulating you on a job with Surge Staffing- Mm-hmm. ... 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. Okay. Uh, w- uh, could you explain the plan to me? Yeah. The MEC TeleRx is a preventative healthcare service plan that covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, yearly exams, pretty much things that generally make you stay healthy. I believe it's \$16.80 a week. Hmm. Okay. Well, I am VA, so I really don't need that. So, I'd rather, you know, opt out. Okay. I can opt you out of it. So, Surge Staffing, what's the last four of your social? Uh, 6858. And what was your first and last name again? I'm sorry. Anthony Lewis. And for security purposes, could you verify your home address, including city, state and zip code, Anthony? 7201 Bowser Pass, Union City, Georgia 30291. And your date of birth? January 25th, 1965. And a good telephone number have us 404-966-0459. Yes, sir. And the email I have is LewisAnthony054 at gmail.com. Yes, sir. Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today? Do y'all have any other kind of plans? Um, no. There are other medical plans that cover hospitals, doctors and medications. Um, they range from \$17.63 to \$19.53. However, I can email you a copy of a benefit guide, if that would help. I- I would love that. Do that for me. Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Thank you so kindly. You're welcome. You have a great day, Anthony. Okay? All right. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, I just got a, a text message. Uh, I really didn't understand, but I am with, uh, Suge Staffing Services.

Speaker speaker\_0: So, the text message that you probably received was just congratulating you on a job with Surge Staffing-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 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\_1: Okay. Uh, w- uh, could you explain the plan to me?

Speaker speaker\_0: Yeah. The MEC TeleRx is a preventative healthcare service plan that covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, yearly exams, pretty much things that generally make you stay healthy. I believe it's \$16.80 a week.

Speaker speaker\_1: Hmm. Okay. Well, I am VA, so I really don't need that. So, I'd rather, you know, opt out.

Speaker speaker\_0: Okay. I can opt you out of it. So, Surge Staffing, what's the last four of your social?

Speaker speaker\_1: Uh, 6858.

Speaker speaker\_0: And what was your first and last name again? I'm sorry.

Speaker speaker\_1: Anthony Lewis.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Anthony?

Speaker speaker\_1: 7201 Bowser Pass, Union City, Georgia 30291.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: January 25th, 1965.

Speaker speaker\_0: And a good telephone number have us 404-966-0459.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is LewisAnthony054 at gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: Do y'all have any other kind of plans?

Speaker speaker\_0: Um, no. There are other medical plans that cover hospitals, doctors and medications. Um, they range from \$17.63 to \$19.53. However, I can email you a copy of a benefit guide, if that would help.

Speaker speaker\_1: I- I would love that. Do that for me.

Speaker speaker\_0: Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_1: Okay. Thank you so kindly.

Speaker speaker\_0: You're welcome. You have a great day, Anthony. Okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Bye-bye.