

## **Transcript: Justin**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, how you doing? Doing pretty well, and yourself? Um, I had got a text message. My name is Tyrone Cook. Um, do you mind reading out the text message for me? No, don't. Yes, sir. Hold up. Sir? I'm still here. I said I had got a text message for y'all. Yeah, could you read out the text message for me so I can help further assist you? Okay, give me one second. Okay. It say, "Welcome to Megaforce. If you haven't denied the..." some, some kind of coverage, "you'll, you will be auto-enrolled in M, M-E-C," uh, it's T-L-E, T-E-L-E, "R-X plan Saturday from the first check. Call be, call be at 800-497-4856." Yeah. The text message you received was just, uh, letting you know... Was just welcoming you to Megaforce Staffing and letting you know how, if you haven't opted out, you would have been automatically enrolled into a medical plan 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, that's for health insurance? Correct. From, from who? From Megaforce Staffing. So that's, that's like if I want insurance by them? Or... Uh, it was letting you know that you would be auto-enrolled into a medical plan if you, if, if, after your 30 days of, from, from your first paycheck. So, it was letting you know if you wanted to enroll into it, you could either accept it or you wanted to opt out of it, you could as well. So, it was totally up to you. It's for health insurance offered through Megaforce Staffing, which is a staffing agency. Hold on. Can you repeat that one more time for me? I kind of got a little low. I stated, "The text message you received was just welcoming you to Megaforce Staffing, which is a staffing agency, and letting you know that you would be auto-enrolled into a medical plan, so you had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance." So, I heard something about if my, the first paycheck or something like that. What, what, what happened by that? Yes, so you have 30 days from your first paycheck to either make, to make that decision either to be auto-enrolled or to opt out of the auto enrollment. So, what that mean, auto enrollment and in a room, what that, what do you mean by that? I ain't trying to be... Meaning Megaforce Staffing auto-enrolls, meaning that they enroll you into a medical plan 30 days after your first paycheck. So, they enroll you into health insurance after your first, 30 days after your first paycheck. That's what auto-enrollment means. So, uh-huh. They auto-enroll you into that medical plan for health insurance.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, how you doing?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: Um, I had got a text message. My name is Tyrone Cook.

Speaker speaker\_1: Um, do you mind reading out the text message for me?

Speaker speaker\_3: No, don't.

Speaker speaker\_2: Yes, sir. Hold up. Sir?

Speaker speaker\_1: I'm still here.

Speaker speaker\_2: I said I had got a text message for y'all.

Speaker speaker\_1: Yeah, could you read out the text message for me so I can help further assist you?

Speaker speaker\_2: Okay, give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It say, "Welcome to Megaforce. If you haven't denied the..." some, some kind of coverage, "you'll, you will be auto-enrolled in M, M-E-C," uh, it's T-L-E, T-E-L-E, "R-X plan Saturday from the first check. Call be, call be at 800-497-4856."

Speaker speaker\_1: Yeah. The text message you received was just, uh, letting you know... Was just welcoming you to Megaforce Staffing and letting you know how, if you haven't opted out, you would have been automatically enrolled into a medical plan 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, that's for health insurance?

Speaker speaker\_1: Correct.

Speaker speaker\_2: From, from who?

Speaker speaker\_1: From Megaforce Staffing.

Speaker speaker\_2: So that's, that's like if I want insurance by them? Or...

Speaker speaker\_1: Uh, it was letting you know that you would be auto-enrolled into a medical plan if you, if, if, after your 30 days of, from, from your first paycheck. So, it was letting you know if you wanted to enroll into it, you could either accept it or you wanted to opt out of it, you could as well. So, it was totally up to you. It's for health insurance offered through Megaforce Staffing, which is a staffing agency.

Speaker speaker\_2: Hold on. Can you repeat that one more time for me? I kind of got a little low.

Speaker speaker\_1: I stated, "The text message you received was just welcoming you to Megaforce Staffing, which is a staffing agency, and letting you know that you would be auto-enrolled into a medical plan, so you had the option to either accept the medical plan or the option to opt out of the medical plan. It's for health insurance."

Speaker speaker\_2: So, I heard something about if my, the first paycheck or something like that. What, what, what happened by that?

Speaker speaker\_1: Yes, so you have 30 days from your first paycheck to either make, to make that decision either to be auto-enrolled or to opt out of the auto enrollment.

Speaker speaker\_2: So, what that mean, auto enrollment and in a room, what that, what do you mean by that? I ain't trying to be...

Speaker speaker\_1: Meaning Megaforce Staffing auto-enrolls, meaning that they enroll you into a medical plan 30 days after your first paycheck. So, they enroll you into health insurance after your first, 30 days after your first paycheck. That's what auto-enrollment means.

Speaker speaker\_2: So, uh-huh.

Speaker speaker\_1: They auto-enroll you into that medical plan for health insurance.