

Transcript: Justin

Mills-6157316118233088-6748385759412224

Full Transcript

Your call- ... may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Josh. How can I help you today? Oh, hi. I, I got a, a job with Surge Staffing and, um, I just got a text. Um, they texted me this number and it says, "You will be auto enrolled in M-E-C HelloRx within 30 days. Call BIC at this number to make changes before your window closes." What is this? Yeah. So that text message you received was just congratulating you on your job with Surge Staffing- Okay. ... and letting you know that you will be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either- Yeah. ... accept it or the option to opt out of it. It's for health insurance. Um, yeah, opt out. I'm gonna opt out. Okay, no worries. Um- So- ... Surge Staffing, what's the last four of your Social? 01... I'm sorry, 0911. And what was your first and last name again? I'm sorry. Jason Ball. Mm-hmm. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Ball? Oh, let's see if I got one. Let me see. So, I think it's, it's either 2135 Boise Ferry Road, Albert, Tennessee 42122. Yes, sir. That's the address we had on file. Uh, and your date of birth? Mm-hmm. 1/1/75. Okay. And your telephone number- And my- ... I have as 270-901-7101. Yeah, yeah. Yeah. And the email I have is ballj7506 at gmail? Yeah. Okay. And what were you gonna say- 7505, yeah. Ballj750- ... before I cut you off? Sorry. Oh, go ahead. I said, what was it, what were you gonna say before I cut you off? I'm sorry. Oh, yeah. You're good. Um, so when I got this job at Surge like a few weeks ago, they gave me a number to call and I called that number and I thought I already opted out of it and I gave the guy my Social Security number, phone, 'cause you got these scammers calling. So I'm sure that everything's okay. Yes, sir. So looking at no history, uh, you already did call in on the 27th to opt out of the benefits. Oh, good. You should have been- Yeah. ... opted out. Yeah. Okay. Well, I, I just wanted to make sure I was giving them my information, it's the right person, huh? Totally understandable. Is there anything else I can help you out with today, Jason? That's it, man. I appreciate you. You're welcome. You have a great day, okay? All right. You too. All right, bye-bye. That was cool.

Conversation Format

Speaker speaker_0: Your call- ... may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits in a Cart. This is Josh. How can I help you today?

Speaker speaker_1: Oh, hi. I, I got a, a job with Surge Staffing and, um, I just got a text. Um, they texted me this number and it says, "You will be auto enrolled in M-E-C HelloRx within 30 days. Call BIC at this number to make changes before your window closes." What is this?

Speaker speaker_2: Yeah. So that text message you received was just congratulating you on your job with Surge Staffing-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and letting you know that you will be automatically enrolled into one of their medical plans that was offered through them. So you have the option to either-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_1: Um, yeah, opt out. I'm gonna opt out.

Speaker speaker_2: Okay, no worries. Um-

Speaker speaker_1: So-

Speaker speaker_2: ... Surge Staffing, what's the last four of your Social?

Speaker speaker_1: 01... I'm sorry, 0911.

Speaker speaker_2: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Jason Ball. Mm-hmm.

Speaker speaker_2: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Ball?

Speaker speaker_1: Oh, let's see if I got one. Let me see. So, I think it's, it's either 2135 Boise Ferry Road, Albert, Tennessee 42122.

Speaker speaker_2: Yes, sir. That's the address we had on file. Uh, and your date of birth?

Speaker speaker_1: Mm-hmm. 1/1/75.

Speaker speaker_2: Okay. And your telephone number-

Speaker speaker_1: And my-

Speaker speaker_2: ... I have as 270-901-7101.

Speaker speaker_1: Yeah, yeah. Yeah.

Speaker speaker_2: And the email I have is ballj7506 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. And what were you gonna say-

Speaker speaker_1: 7505, yeah. Ballj750-

Speaker speaker_2: ... before I cut you off? Sorry.

Speaker speaker_1: Oh, go ahead.

Speaker speaker_2: I said, what was it, what were you gonna say before I cut you off? I'm sorry.

Speaker speaker_1: Oh, yeah. You're good. Um, so when I got this job at Surge like a few weeks ago, they gave me a number to call and I called that number and I thought I already opted out of it and I gave the guy my Social Security number, phone, 'cause you got these scammers calling. So I'm sure that everything's okay.

Speaker speaker_2: Yes, sir. So looking at no history, uh, you already did call in on the 27th to opt out of the benefits.

Speaker speaker_1: Oh, good.

Speaker speaker_2: You should have been-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... opted out.

Speaker speaker_1: Yeah. Okay. Well, I, I just wanted to make sure I was giving them my information, it's the right person, huh?

Speaker speaker_2: Totally understandable. Is there anything else I can help you out with today, Jason?

Speaker speaker_1: That's it, man. I appreciate you.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. You too.

Speaker speaker_2: All right, bye-bye.

Speaker speaker_1: That was cool.