

## **Transcript: Justin**

**Mills-6246185919627264-6412033665843200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourage. This is Justin. How can I help you today? Uh, yes, uh, y'all sent a text to my phone. My name, it said Jermaine Brown. Uh, I was trying to figure out what was it uh, referring to from Surge. Yeah, so that text message that you probably received was just congratulating you on your job with Surge Staffing 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. Oh, okay. Uh, they had employed me, but, uh, everything didn't go so well. I'm still waiting on them to, uh, to connect me to another job. Totally understand. Um, well, I do know that your personal open enrollment period is 30 days from your first initial paycheck through Surge Staffing. Um, so after those 30 days, that's when you'll be enrolled. Okay. Um, was there anything else I can help you out with today? Uh, not really. Uh, I appreciate it though, sir. You're welcome. You have a great day, okay? All right. You too. Thank you. Bye-bye.

### **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 Encourage. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yes, uh, y'all sent a text to my phone. My name, it said Jermaine Brown. Uh, I was trying to figure out what was it uh, referring to from Surge.

Speaker speaker\_1: Yeah, so that text message that you probably received was just congratulating you on your job with Surge Staffing 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\_2: Oh, okay. Uh, they had employed me, but, uh, everything didn't go so well. I'm still waiting on them to, uh, to connect me to another job.

Speaker speaker\_1: Totally understand. Um, well, I do know that your personal open enrollment period is 30 days from your first initial paycheck through Surge Staffing. Um, so after those 30 days, that's when you'll be enrolled.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, was there anything else I can help you out with today?

Speaker speaker\_2: Uh, not really. Uh, I appreciate it though, sir.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you. Bye-bye.