

Transcript: Justin

Mills-6261224632696832-4941129356623872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, I just got received a text from y'all. Do you mind reading out the text message for me, please? Yeah, hold on. It says, "Congra- congratulations on your job with Surge. You will be auto-enrolled in MEC-tele, TeleRES- RX within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes." Yeah. So the text message you 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 had the option to either accept it or the option to opt out of it. It's for health insurance. Okay. Yeah. Um, I currently have health insurance. Okay. I can opt you out of it if need be. Yeah, I currently have i- insurance through the State of Indiana. Okay. So like I said, I can opt you out of it if need be. So Surge Staffing, what's the last four of your Social? 2405. And your first and last name? Bobbi Jo Pettit. And for security purposes, could you verify the home address, including city, state and zip code, Bobbi? 7115 Bethlehem, New Washington Road, New Washington, Indiana 47162. And confirm your date of birth? 10/3/1982. And a good telephone number have is 812-786-6312? Yes. And the email I have is bobbijoe.petit1982@gmail? 19 what? 1982@gmail.com. Yeah, yeah. Bobbi Jo Pettit. Yeah. Uh-huh. Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today? No, that's it. Awesome. Well, you have a wonderful day, okay? You too. Thank you, sir. Bye-bye. All right. 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 in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I just got received a text from y'all.

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

Speaker speaker_2: Yeah, hold on. It says, "Congra- congratulations on your job with Surge. You will be auto-enrolled in MEC-tele, TeleRES- RX within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes."

Speaker speaker_1: Yeah. So the text message you 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 had the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_2: Okay. Yeah. Um, I currently have health insurance.

Speaker speaker_1: Okay. I can opt you out of it if need be.

Speaker speaker_2: Yeah, I currently have i- insurance through the State of Indiana.

Speaker speaker_1: Okay. So like I said, I can opt you out of it if need be. So Surge Staffing, what's the last four of your Social?

Speaker speaker_2: 2405.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Bobbi Jo Pettit.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Bobbi?

Speaker speaker_2: 7115 Bethlehem, New Washington Road, New Washington, Indiana 47162.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 10/3/1982.

Speaker speaker_1: And a good telephone number have is 812-786-6312?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is bobbijoe.petit1982@gmail?

Speaker speaker_2: 19 what?

Speaker speaker_1: 1982@gmail.com.

Speaker speaker_2: Yeah, yeah. Bobbi Jo Pettit. Yeah. Uh-huh.

Speaker speaker_1: Okay. So I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you, sir. Bye-bye.

Speaker speaker_1: All right. Bye-bye.