

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, this is Monica. I had got this email, I mean, I got this text message to my phone, "Congratulation on your job with Surge. You will be auto enrolled in MEC." What is that for? Yeah, so the text message you received was just congratulating you on a 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 for health insurance. Oh, okay. What's the cost is, of it? Um, I believe it's \$15.65 a week. However, it covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay, okay. Mm-hmm. And you said that's \$15 a month? A week. Okay. Okay. Um, can I get back with y-, with y'all Thursday or Friday? Yeah, that should be fine. Okay. Yes, sir. Thank you. You're welcome. You have a great day, okay? Okay.

### **Conversation Format**

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

Speaker speaker\_1: Hey, this is Monica. I had got this email, I mean, I got this text message to my phone, "Congratulation on your job with Surge. You will be auto enrolled in MEC." What is that for?

Speaker speaker\_0: Yeah, so the text message you received was just congratulating you on a 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 for health insurance.

Speaker speaker\_1: Oh, okay. What's the cost is, of it?

Speaker speaker\_0: Um, I believe it's \$15.65 a week. However, it covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Okay, okay. Mm-hmm. And you said that's \$15 a month?

Speaker speaker\_0: A week.

Speaker speaker\_1: Okay. Okay. Um, can I get back with y-, with y'all Thursday or Friday?

Speaker speaker\_0: Yeah, that should be fine.

Speaker speaker\_1: Okay. Yes, sir. Thank you.

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

Speaker speaker\_1: Okay.