

Transcript: Justin

Mills-6505065548005376-5865611154079744

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hello, Justin. How are you doing? Doing pretty well, and yourself? All right. Um, my name is Patrick ■... and I rece- received a text message from you guys saying that, um, I would be enrolled in some kind of a ■... what's that, insurance thing, I guess? Um, yeah. Do you work for a staffing agency? Yes. What's the name of that staffing agency? Megaforce. Megaforce? Okay. Um, so that text message that you probably received was just congratulating you on a job with Megaforce and letting you know that you were eligible to be enrolled into their benefits, like medical, dental, vision insurance. So if anything, it was- Oh. ... a courtesy reminder text message. Okay, okay. 'Cause at the bottom, it had, "Stop re-" "Press 'Stop' to opt out." So I didn't know if I was gonna be automatically enrolled, or do I have to sign papers to be enrolled or whatever. Um, now, I believe that, um, Megaforce does auto-enroll their new hires into a medical plan, but I can verify that. Um, Megaforce, what's the last four of your social, so I can pull your file? 2988. And for security purposes, could you verify your home address, including city, state and zip code, Patrick? It is 507 Asheville Street, Laurinburg, North Carolina, 28352. And confirm your date of birth for me. 08/17/1975. And a good telephone number have is 910-217-9705. Yep. Okay. Um, so looking at the file, looks like Megaforce does auto-enroll their new hires into the MEC TelRx. Um, so that may be new for this year. Um, but I can opt you out of the auto-enrollment if need be. Um, well, I want... Le- let me talk to Miss Debbie at the staffing agency to see what all goes along, uh, goes along with it. Maybe she can get me some more information. And then, if need be, I'll call you guys back tomorrow. Totally understand. Well, is there anything else I could assist you with today, Patrick? No, Justin, that's all I needed help with. Awesome. Well, you have a wonderful day, okay? Oh, you too. All right, bye-bye. Bye. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Hello, Justin. How are you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: All right. Um, my name is Patrick ■... and I rece- received a text message from you guys saying that, um, I would be enrolled in some kind of a ■... what's that, insurance thing, I guess?

Speaker speaker_0: Um, yeah. Do you work for a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the name of that staffing agency?

Speaker speaker_1: Megaforce.

Speaker speaker_0: Megaforce? Okay. Um, so that text message that you probably received was just congratulating you on a job with Megaforce and letting you know that you were eligible to be enrolled into their benefits, like medical, dental, vision insurance. So if anything, it was-

Speaker speaker_1: Oh.

Speaker speaker_0: ... a courtesy reminder text message.

Speaker speaker_1: Okay, okay. 'Cause at the bottom, it had, "Stop re-" "Press 'Stop' to opt out." So I didn't know if I was gonna be automatically enrolled, or do I have to sign papers to be enrolled or whatever.

Speaker speaker_0: Um, now, I believe that, um, Megaforce does auto-enroll their new hires into a medical plan, but I can verify that. Um, Megaforce, what's the last four of your social, so I can pull your file?

Speaker speaker_1: 2988.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Patrick?

Speaker speaker_1: It is 507 Asheville Street, Laurinburg, North Carolina, 28352.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 08/17/1975.

Speaker speaker_0: And a good telephone number have is 910-217-9705.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, so looking at the file, looks like Megaforce does auto-enroll their new hires into the MEC TelRx. Um, so that may be new for this year. Um, but I can opt you out of the auto-enrollment if need be.

Speaker speaker_1: Um, well, I want... Le- let me talk to Miss Debbie at the staffing agency to see what all goes along, uh, goes along with it. Maybe she can get me some more information. And then, if need be, I'll call you guys back tomorrow.

Speaker speaker_0: Totally understand. Well, is there anything else I could assist you with today, Patrick?

Speaker speaker_1: No, Justin, that's all I needed help with.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Oh, you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye. You, too.