

Transcript: Justin

Mills-6582487144677376-4550909497393152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... This is Justin. How can I help you today? Yeah. I received this, this, um, text on my phone. What's, what's this for? Here, do you mind reading out the text message for me, please? Okay. One second. Oh. "Congratulations on your job with Surge. You will be auto, auto enrolled in MEC, China within 30 days. Call BIC at..." The telephone number you got, that's it. Okay. So, that text message you received was just congratulating you on your job with Surge Staffing and letting you know that you'll be automatically enrolled into one of their medical plans that was offered through them. So, you had the option to either accept the medical plan or the option to opt out of the medical plan for health insurance. Oh, okay. Okay. Is there anything else I could help you out with today? No. So, when they send it out? Um, so I do know that they automatically enroll you in- to that medical plan, usually 30 days after your first paycheck. So, when you receive your first paycheck, 30 days from that day is when you'll be enrolled. All right. Thank you. You're welcome. You have a great day. Okay? Thank you. Okay. 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 ... This is Justin. How can I help you today?

Speaker speaker_2: Yeah. I received this, this, um, text on my phone. What's, what's this for?

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

Speaker speaker_2: Okay. One second.

Speaker speaker_3: Oh.

Speaker speaker_2: "Congratulations on your job with Surge. You will be auto, auto enrolled in MEC, China within 30 days. Call BIC at..." The telephone number you got, that's it.

Speaker speaker_1: Okay. So, that text message you received was just congratulating you on your job with Surge Staffing and letting you know that you'll be automatically enrolled into one of their medical plans that was offered through them. So, you had the option to either accept the medical plan or the option to opt out of the medical plan for health insurance.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay. Is there anything else I could help you out with today?

Speaker speaker_2: No. So, when they send it out?

Speaker speaker_1: Um, so I do know that they automatically enroll you in- to that medical plan, usually 30 days after your first paycheck. So, when you receive your first paycheck, 30 days from that day is when you'll be enrolled.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a great day. Okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay. Bye-bye.