

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in Your Cart. This is Justin. How can I help you today? I got a text from, uh, Surge. I'm trying to figure out what it's about. Do you mind reading out that text message for me, please? Hold on. It said, "Welcome to Surge. If eligible, you'll be, uh, uh, an auto enroll in the MEC teller RX within 30 days." Yeah. So that text message you received was just welcoming you to Surge Staffing and letting you know if you were eligible, you would be automatically enrolled into one of their medical plans 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, I'm gonna opt out. Okay. I can opt you out of it. Um, what's the last four of your Social? 1149. And your first and last name? Thomas Howard. Is there any charge for that, that, that, that, that, uh, insurance? Um, I believe it's four- uh, \$14.69 per week, or \$15, something like that. Uh-uh, I'm gonna opt out. Opt me out. Okay. Um, for security purposes, could you verify your home address, including city, state and zip code, Mr. Howard? 200 Wilson Avenue, Lot 18, Georgiana, Alabama, zip code 36033. And confirm your date of birth for me. April 3rd, 1959. And a good telephone number I have is 334-453-0347. That's correct. And the email I have is thomas1149th at gmail? Right, dot com. That's me. Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today? No. I appreciate your help. Thank you. You're welcome. You have a great day, okay? All right. Thanks. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: I got a text from, uh, Surge. I'm trying to figure out what it's about.

Speaker speaker_0: Do you mind reading out that text message for me, please?

Speaker speaker_1: Hold on. It said, "Welcome to Surge. If eligible, you'll be, uh, uh, an auto enroll in the MEC teller RX within 30 days."

Speaker speaker_0: Yeah. So that text message you received was just welcoming you to Surge Staffing and letting you know if you were eligible, you would be automatically enrolled into one of their medical plans 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_1: Okay, I'm gonna opt out.

Speaker speaker_0: Okay. I can opt you out of it. Um, what's the last four of your Social?

Speaker speaker_1: 1149.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Thomas Howard. Is there any charge for that, that, that, that, that, uh, insurance?

Speaker speaker_0: Um, I believe it's four- uh, \$14.69 per week, or \$15, something like that.

Speaker speaker_1: Uh-uh, I'm gonna opt out. Opt me out.

Speaker speaker_0: Okay. Um, for security purposes, could you verify your home address, including city, state and zip code, Mr. Howard?

Speaker speaker_1: 200 Wilson Avenue, Lot 18, Georgiana, Alabama, zip code 36033.

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

Speaker speaker_1: April 3rd, 1959.

Speaker speaker_0: And a good telephone number I have is 334-453-0347.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is thomas1149th at gmail?

Speaker speaker_1: Right, dot com. That's me.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker_1: No. I appreciate your help. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. Thanks.

Speaker speaker_0: All right. Bye-bye.