

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yes, I just got a text message that I was enrolled in, um, let's see, MEC or something like that. Um- Yeah. Yeah, and I'm not really sure what, what that means. Could you explain that to me? Yeah. Yeah, the text message you received was just congratulating you on a job with Surge Staffing, or your, your employer, and letting you know that you'll be automatically enrolled into one of the 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, and how much is that and how often? Um, I believe it's \$15.68 a week. Okay. And what all does it include? So the MEC TeleRx covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. Okay. Well, I'd like to, um, opt out. Okay. No worries. So Surge Staffing, what's the last four of your social? Um, 7117. And your first and last name? Carla Earls. And for security purposes, could you verify your home address, including city, state and zip code, Carla? 3353 Diehl Road 34, uh, Cincinnati, Ohio 45211. And your date of birth? 11/30/73. And a good telephone number has 513-413-7651? Yes, sir. And the email has a spikezilla0113 at gmail? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I could help you out with today? Um, mm, oh, yeah, I wanted to know how long it is, um, that I stay with you before I get actually hired on with my employer, or do you know that? Uh, no, we wouldn't know the answer to that question. We just deal with health insurance through Surge Staffing. Okay. Okay, well, that's it then. That's all I need. Awesome. Well, you have a wonderful day, okay? You too. Thanks. All right, bye-bye. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes, I just got a text message that I was enrolled in, um, let's see, MEC or something like that. Um-

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah, and I'm not really sure what, what that means. Could you explain that to me?

Speaker speaker_1: Yeah. Yeah, the text message you received was just congratulating you on a job with Surge Staffing, or your, your employer, and letting you know that you'll be automatically enrolled into one of the 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, and how much is that and how often?

Speaker speaker_1: Um, I believe it's \$15.68 a week.

Speaker speaker_2: Okay. And what all does it include?

Speaker speaker_1: So the MEC TeleRx covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage.

Speaker speaker_2: Okay. Well, I'd like to, um, opt out.

Speaker speaker_1: Okay. No worries. So Surge Staffing, what's the last four of your social?

Speaker speaker_2: Um, 7117.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Carla Earls.

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

Speaker speaker_2: 3353 Diehl Road 34, uh, Cincinnati, Ohio 45211.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/30/73.

Speaker speaker_1: And a good telephone number has 513-413-7651?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email has a spikezilla0113 at gmail?

Speaker speaker_2: Yes.

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: Um, mm, oh, yeah, I wanted to know how long it is, um, that I stay with you before I get actually hired on with my employer, or do you know that?

Speaker speaker_1: Uh, no, we wouldn't know the answer to that question. We just deal with health insurance through Surge Staffing.

Speaker speaker_2: Okay. Okay, well, that's it then. That's all I need.

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

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: All right.