

Transcript: Malcolm

Nash-4517566718099456-6355862406512640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Business in the Card. This is Malcolm. How can I help you? Hey, uh, I got a text message saying I had a job withdrawal in 30 days. What staffing company do you work for? Surge Staffing. So what'd the text say specifically? It said, "Congrats on your job with Surge. You'll be auto-enrolled into the MEC plan in 30 days." Mm-hmm. Is that what it said? Yes, sir. Okay. So yeah, that's just a automatic text congratulating you on the job and letting you know that you have 30 days to either decline the coverage or get enrolled into the health insurance offered through Surge. Okay. Well, no, this... Is it Surge? No. Okay. No, thank you. So you want to decline the coverage? Uh, yes. All right. We're gonna--

Conversation Format

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

Speaker speaker_1: Thanks for calling Business in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, uh, I got a text message saying I had a job withdrawal in 30 days.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: So what'd the text say specifically? It said, "Congrats on your job with Surge. You'll be auto-enrolled into the MEC plan in 30 days."

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Is that what it said?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So yeah, that's just a automatic text congratulating you on the job and letting you know that you have 30 days to either decline the coverage or get enrolled into the health insurance offered through Surge.

Speaker speaker_2: Okay. Well, no, this... Is it Surge? No. Okay. No, thank you.

Speaker speaker_1: So you want to decline the coverage?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: All right. We're gonna--