

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcom. How can I help you? Hey, um, I just get a text from you guys. You just told me, like, to t- to call you guys. I don't know? What did the text message say, sir? Um... Hold on. Um, they just say, "Congrats on your job with Sugar." With what staffing company? Sugar. I don't know. Sugar. Sug- Surge? You mean Surge? Okay, so that's an automatic- That's what it said. That's the automatic text that goes out to new hires congratulating them on their job with Surge and letting them know they have 30 days to either get enrolled or decline their health insurance offered through Surge, or they'll be auto-enrolled into the plan that they have to offer. Yep. That's what I said. So you want... Were you wanting to decline the coverage or were you wanting to get enrolled? Uh, so you need me to call this number for? We can decline the coverage or get you enrolled into the health insurance.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcom. How can I help you?

Speaker speaker_1: Hey, um, I just get a text from you guys. You just told me, like, to t- to call you guys. I don't know?

Speaker speaker_0: What did the text message say, sir?

Speaker speaker_1: Um... Hold on. Um, they just say, "Congrats on your job with Sugar."

Speaker speaker_0: With what staffing company?

Speaker speaker_1: Sugar. I don't know. Sugar.

Speaker speaker_0: Sug- Surge? You mean Surge? Okay, so that's an automatic-

Speaker speaker_1: That's what it said.

Speaker speaker_0: That's the automatic text that goes out to new hires congratulating them on their job with Surge and letting them know they have 30 days to either get enrolled or decline their health insurance offered through Surge, or they'll be auto-enrolled into the plan that they have to offer.

Speaker speaker_1: Yep. That's what I said.

Speaker speaker_0: So you want... Were you wanting to decline the coverage or were you wanting to get enrolled?

Speaker speaker_1: Uh, so you need me to call this number for?

Speaker speaker_0: We can decline the coverage or get you enrolled into the health insurance.