Transcript: Malcolm Nash-5335632183869440-5162990302707712

Full Transcript

Hey, it's Benefits in the Card, this is Malcolm. How can I help you? Hi. Um, I just got a num- um, a text from... it saying to call this number. Who did you text message say? "Congrats on your job with Surge. With... you will be auto-enrolled in Max Tele-Rex within 30 days. Call big at the number to make changes before your window closes." Yes, so that's a automatic text that goes out on a n- to the new hires congratulating them on their job with Surge, and letting them know they have 30 days to either get enrolled or decline the coverage, or you'll be auto-enrolled into that plan. Now with your power range- Um, what is it for? Health insurance offered through Surge. Oh. Okay. Okay. Did you want me to decline it for you? Did you want to get enrolled? Um, no. I already had insurance. So you want me to decline it for you? Um, as of now, no. Uh, let me check first. Okay. Thank you. You stop. You had those girls and you lost them. They know that? Hello? They know why you lost them? Yes, ma'am? Yeah. No, don't decline it. Okay. Well, was there anything else I can help you with today? Um, no. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a very blessed few weeks.

Conversation Format

Speaker speaker_0: Hey, it's Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_1: Hi. Um, I just got a num- um, a text from... it saying to call this number.

Speaker speaker_0: Who did you text message say?

Speaker speaker_1: "Congrats on your job with Surge. With... you will be auto-enrolled in Max Tele-Rex within 30 days. Call big at the number to make changes before your window closes."

Speaker speaker_0: Yes, so that's a automatic text that goes out on a n- to the new hires congratulating them on their job with Surge, and letting them know they have 30 days to either get enrolled or decline the coverage, or you'll be auto-enrolled into that plan.

Speaker speaker_2: Now with your power range-

Speaker speaker_1: Um, what is it for?

Speaker speaker_0: Health insurance offered through Surge.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Okay. Did you want me to decline it for you? Did you want to get enrolled?

Speaker speaker_1: Um, no. I already had insurance.

Speaker speaker_0: So you want me to decline it for you?

Speaker speaker_1: Um, as of now, no. Uh, let me check first. Okay. Thank you.

Speaker speaker_3: You stop. You had those girls and you lost them. They know that?

Speaker speaker_1: Hello?

Speaker speaker_3: They know why you lost them?

Speaker speaker_0: Yes, ma'am?

Speaker speaker_1: Yeah. No, don't decline it.

Speaker speaker_0: Okay. Well, was there anything else I can help you with today?

Speaker speaker_1: Um, no.

Speaker speaker_0: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a very blessed few weeks.