

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Yes, this is Jason Edgeworth. I got a text on my phone through Surge about this number, and I was just calling to see what it was exactly. So what did the text message say, sir? I don't care. Congrats on your job with Surge. You will be auto enrolled in MEC, uh, tailor ranks. Within 30 days call Vic in- I mean call Vic at this number to make changes before your window closes. Okay. So, yeah, that's just an automatic text that goes out to new hires for Surge congratulating them on a job and letting them know they have 30 days to get, get enrolled in health insurance or decline the health insurance or they'll be auto enrolled into the MEC plan. Oh, okay. I- I- I didn't know exactly what it was or... This offer through Surge? I was mainly just calling to see what it was. That's all, so thank you. All right. Well, you want me to decline it or do you, did you want to just let it auto enroll you? Uh, wha- how much a month is this? I'd say it's about 16, around \$16 and it's gonna, it's gonna be weekly. You know what? I'll take it. All right. So you're just gonna let them auto enroll you into it? Yeah. All right. Well, was there anything else I can help you with today, sir? No, sir. That'll be all. Thank you. No problem. Thanks for calling Benefits in a Cart. I hope you have a great weekend, man. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Yes, this is Jason Edgeworth. I got a text on my phone through Surge about this number, and I was just calling to see what it was exactly.

Speaker speaker_0: So what did the text message say, sir?

Speaker speaker_1: I don't care. Congrats on your job with Surge. You will be auto enrolled in MEC, uh, tailor ranks. Within 30 days call Vic in- I mean call Vic at this number to make changes before your window closes.

Speaker speaker_0: Okay. So, yeah, that's just an automatic text that goes out to new hires for Surge congratulating them on a job and letting them know they have 30 days to get, get enrolled in health insurance or decline the health insurance or they'll be auto enrolled into the MEC plan.

Speaker speaker_1: Oh, okay. I- I- I didn't know exactly what it was or...

Speaker speaker_0: This offer through Surge?

Speaker speaker_1: I was mainly just calling to see what it was. That's all, so thank you.

Speaker speaker_0: All right. Well, you want me to decline it or do you, did you want to just let it auto enroll you?

Speaker speaker_1: Uh, wha- how much a month is this?

Speaker speaker_0: I'd say it's about 16, around \$16 and it's gonna, it's gonna be weekly.

Speaker speaker_1: You know what? I'll take it.

Speaker speaker_0: All right. So you're just gonna let them auto enroll you into it?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: No, sir. That'll be all. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Cart. I hope you have a great weekend, man.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.