

## Transcript: Malcolm

Nash-5587416246829056-6220269175357440

### Full Transcript

Thanks for calling Benefits in the Car, this is Malcolm, how can I help you? Hey, Malcolm, why am I calling you? You sent me a text, why am I calling you? What does the text message say, sir? I'm sorry? What did the text message say? Uh, it has to do with Surge. It says, "Welcome to Surge. You will be auto-enrolled into the MEC plan." Don't know what that is, so, um, I- I- All right, so that's an automatic- Okay. Is that a threat? That's an automatic text from Surge to their new hires, congratulating them on the job with Surge, letting them know they have 30 days to either get enrolled into the health insurance or decline it, or to be auto-enrolled into the MEC plan that they have to offer. Ah, you're very kind. Sorry about that. I was a little suspicious but, yep, um, nope, I'm not going to enroll, but, um, I understand. Thank you so much. Did you want me to decline it for you? Uh, please decline it, yeah. Decline it. All right. So I'm going to have to get a little bit of information for you before I can decline it for you. No, I'm not that heavy into Surge. Um... Say that again, sir? I'm not that heavy into Surge, so it's... not a big thing. What do you mean by that? No, I don't, I'm not really with Surge anymore, so... Oh, you're no longer working for Surge? Uh, no. Not right now, no. Okay then you're no longer with them, do you plan on going back to work for them? Because they can still enroll you if you do plan on going back to work for them at some point. I, I, I, I do not plan on going back. Okay. Well, if you're no longer with them then you can just ignore that message. Thank you so much. No problem, sir. You have a great rest of your week. You too. Take care. Bye-bye. Okay. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car, this is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm, why am I calling you? You sent me a text, why am I calling you?

Speaker speaker\_0: What does the text message say, sir?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: What did the text message say?

Speaker speaker\_1: Uh, it has to do with Surge.

Speaker speaker\_0: It says, "Welcome to Surge. You will be auto-enrolled into the MEC plan."

Speaker speaker\_1: Don't know what that is, so, um, I- I-

Speaker speaker\_0: All right, so that's an automatic-

Speaker speaker\_1: Okay. Is that a threat?

Speaker speaker\_0: That's an automatic text from Surge to their new hires, congratulating them on the job with Surge, letting them know they have 30 days to either get enrolled into the health insurance or decline it, or to be auto-enrolled into the MEC plan that they have to offer.

Speaker speaker\_1: Ah, you're very kind. Sorry about that. I was a little suspicious but, yep, um, nope, I'm not going to enroll, but, um, I understand. Thank you so much.

Speaker speaker\_0: Did you want me to decline it for you?

Speaker speaker\_1: Uh, please decline it, yeah. Decline it.

Speaker speaker\_0: All right. So I'm going to have to get a little bit of information for you before I can decline it for you.

Speaker speaker\_1: No, I'm not that heavy into Surge. Um...

Speaker speaker\_0: Say that again, sir?

Speaker speaker\_1: I'm not that heavy into Surge, so it's... not a big thing.

Speaker speaker\_0: What do you mean by that?

Speaker speaker\_1: No, I don't, I'm not really with Surge anymore, so...

Speaker speaker\_0: Oh, you're no longer working for Surge?

Speaker speaker\_1: Uh, no. Not right now, no.

Speaker speaker\_0: Okay then you're no longer with them, do you plan on going back to work for them? Because they can still enroll you if you do plan on going back to work for them at some point.

Speaker speaker\_1: I, I, I, I do not plan on going back.

Speaker speaker\_0: Okay. Well, if you're no longer with them then you can just ignore that message.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: No problem, sir. You have a great rest of your week.

Speaker speaker\_1: You too. Take care. Bye-bye.

Speaker speaker\_0: Okay. Bye.

Speaker speaker\_1: Bye.