

Transcript: Malcolm

Nash-5686001383555072-6397257765666816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and advantages. This is Malcolm, how can I help you? Uh, yes, um, I'm just had received a text message to call you on up. What does the text message say? Uh, today? I said, what did the text message say, sir? Oh, um, it said, um, "Congratulations on your job with Surge. You will be also enrolled in MEC." Uh, so- On automatic? Yeah. That's a automatic text that goes out to new hires congratulating them on the job with Surge and letting them know that they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that Surge has offered, Health Insurance offered through Surge. Oh, okay. Okay. Is there anything I can help you with today, sir? No, that'll be fine. I was just asking. Okay. If there's nothing else, thanks for calling Benefits and Advantages. I hope you have a great rest of your day. Okay. You, too. Thank you.

Conversation Format

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

Speaker speaker_1: ... benefits and advantages. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, yes, um, I'm just had received a text message to call you on up.

Speaker speaker_1: What does the text message say?

Speaker speaker_2: Uh, today?

Speaker speaker_1: I said, what did the text message say, sir?

Speaker speaker_2: Oh, um, it said, um, "Congratulations on your job with Surge. You will be also enrolled in MEC." Uh, so-

Speaker speaker_1: On automatic?

Speaker speaker_2: Yeah.

Speaker speaker_1: That's a automatic text that goes out to new hires congratulating them on the job with Surge and letting them know that they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that Surge has offered, Health Insurance offered through Surge.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay. Is there anything I can help you with today, sir?

Speaker speaker_2: No, that'll be fine. I was just asking.

Speaker speaker_1: Okay. If there's nothing else, thanks for calling Benefits and Advantages. I hope you have a great rest of your day.

Speaker speaker_2: Okay. You, too.

Speaker speaker_1: Thank you.