

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes. I'm calling to opt in for the healthcare insurance to be taken out of my check once I start working. What staffing company you work for? Uh, Surge. So you don't have to opt in. They automatically en- enroll you in that. Are you saying you want to pick your own health insurance options? No, they told... Well, they told me... I just went up there today and I start tomorrow. And he gave me a card and he told me to call to opt in or opt out of the insurance. So I'm- So- ... confused. So when he s- when he says opt in, I assume he means to enroll in your own options. Otherwise, you can get... If you don't come... If you don't call to enroll, they will automatically enroll you into the ME/C preventive care plan. Okay, that works. All right. Well, was there anything else I could help you with today? Nope. That's what... That's it. Thanks for calling Benefits in the Card. Hope you have a great...

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Um, yes. I'm calling to opt in for the healthcare insurance to be taken out of my check once I start working.

Speaker speaker\_0: What staffing company you work for?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: So you don't have to opt in. They automatically en- enroll you in that. Are you saying you want to pick your own health insurance options?

Speaker speaker\_1: No, they told... Well, they told me... I just went up there today and I start tomorrow. And he gave me a card and he told me to call to opt in or opt out of the insurance. So I'm-

Speaker speaker\_0: So-

Speaker speaker\_1: ... confused.

Speaker speaker\_0: So when he s- when he says opt in, I assume he means to enroll in your own options. Otherwise, you can get... If you don't come... If you don't call to enroll, they will automatically enroll you into the ME/C preventive care plan.

Speaker speaker\_1: Okay, that works.

Speaker speaker\_0: All right. Well, was there anything else I could help you with today?

Speaker speaker\_1: Nope. That's what... That's it.

Speaker speaker\_0: Thanks for calling Benefits in the Card. Hope you have a great...