

Transcript: Malcolm

Nash-6703283984973824-5817253102665728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, Mrs. Garcia. This is Malcolm. How may I assist you? Your call is automatically recorded for quality assurance purposes. Hi, I was trying to call and see what the text was that just came to my phone? What does the text message say, ma'am? It says, "Congrats on your job with Surge. You will be auto-enrolled in MEC 10RE with a, um, 30 days. Call 88 this number-" So that's an automatic text that goes out to new hires. "... to make payments for your window." Go ahead. Okay. So yeah, that's an auto, automatic text. I was just trying to see what the text said. Okay. So that's just the automatic text that goes out to new hires congratulating them on a job with Surge and letting them know they have 30 days to either get enrolled or decline, or get enrolled for the MEC plan that they have to offer. It's health insurance offered through Surge. Oh, okay. Did you want me to hit decline? Did you want to get enrolled? What is that? Health insurance offered... did you get that part? Uh, no, sir. You want me to decline it for you? Yes. All right. What's the last four of your Social? Last name, first name.

Conversation Format

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

Speaker speaker_1: Hi, Mrs. Garcia. This is Malcolm. How may I assist you? Your call is automatically recorded for quality assurance purposes.

Speaker speaker_2: Hi, I was trying to call and see what the text was that just came to my phone?

Speaker speaker_1: What does the text message say, ma'am?

Speaker speaker_2: It says, "Congrats on your job with Surge. You will be auto-enrolled in MEC 10RE with a, um, 30 days. Call 88 this number-"

Speaker speaker_1: So that's an automatic text that goes out to new hires.

Speaker speaker_2: "... to make payments for your window."

Speaker speaker_1: Go ahead.

Speaker speaker_2: Okay.

Speaker speaker_1: So yeah, that's an auto, automatic text.

Speaker speaker_2: I was just trying to see what the text said.

Speaker speaker_1: Okay. So that's just the automatic text that goes out to new hires congratulating them on a job with Surge and letting them know they have 30 days to either get enrolled or decline, or get enrolled for the MEC plan that they have to offer. It's health insurance offered through Surge.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Did you want me to hit decline? Did you want to get enrolled?

Speaker speaker_2: What is that?

Speaker speaker_1: Health insurance offered... did you get that part?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_1: You want me to decline it for you?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. What's the last four of your Social?

Speaker speaker_2: Last name, first name.