

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ten oh four. This is Pamela speaking. How may I help you? Hey, I got a, uh, text message from you guys. Well, I don't really know if it's from you guys. It says it's from, uh, um, with Surge. "Congrats on your job with Surge. You will be auto enrolled in MEC Telerox within 30 days. Call BIC at..." this number that I called, "... to make changes before your window closes." I don't really know what's going on, but I called to ch- and see what's going on. Yes, so we are the administrator for health insurance for Surge. They're letting you know- Mm-hmm. ... if, um, that you can enroll their health benefits or decline it. Are you currently working for them? No. I was. Okay. I was, but the job they assigned me on was too far, so. No problem. Um, in that case, you don't have to worry about it 'cause you have to be- Oh. ... actively in w- working in order to be auto, to be enrolled. All right, then. Well, thank you. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ten oh four. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, I got a, uh, text message from you guys. Well, I don't really know if it's from you guys. It says it's from, uh, um, with Surge. "Congrats on your job with Surge. You will be auto enrolled in MEC Telerox within 30 days. Call BIC at..." this number that I called, "... to make changes before your window closes." I don't really know what's going on, but I called to ch- and see what's going on.

Speaker speaker_0: Yes, so we are the administrator for health insurance for Surge. They're letting you know-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if, um, that you can enroll their health benefits or decline it. Are you currently working for them?

Speaker speaker_1: No. I was.

Speaker speaker_0: Okay.

Speaker speaker_1: I was, but the job they assigned me on was too far, so.

Speaker speaker_0: No problem. Um, in that case, you don't have to worry about it 'cause you have to be-

Speaker speaker_1: Oh.

Speaker speaker_0: ... actively in w- working in order to be auto, to be enrolled.

Speaker speaker_1: All right, then. Well, thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.