

Transcript: VICTORIA

Taylor-4588445443866624-5980466221989888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, I was just calling because I got a text that said, uh, it says, "Call, uh, the, call the m-" I don't know what this is. It was just saying, "Congrats on your jobs with Surge." And then it says something about being auto-enrolled into MEC, uh, TeleRx. Okay. Yeah, this is for medical insurance that Surge Staffing offers. They automatically enroll members into that medical plan unless you opt out beforehand. Okay, I didn't know what it was. I was just calling to figure out what it was. Okay. Are you wanting to opt out or do you have any questions about it? Um, no, ma'am. All righty. Well, you have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes, I was just calling because I got a text that said, uh, it says, "Call, uh, the, call the m-" I don't know what this is. It was just saying, "Congrats on your jobs with Surge." And then it says something about being auto-enrolled into MEC, uh, TeleRx.

Speaker speaker_1: Okay. Yeah, this is for medical insurance that Surge Staffing offers. They automatically enroll members into that medical plan unless you opt out beforehand.

Speaker speaker_2: Okay, I didn't know what it was. I was just calling to figure out what it was.

Speaker speaker_1: Okay. Are you wanting to opt out or do you have any questions about it?

Speaker speaker_2: Um, no, ma'am.

Speaker speaker_1: All righty. Well, you have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.