

Transcript: VICTORIA

Taylor-4740080225697792-5671138672721920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Victoria. How can I help you? I'm supposed to call this number. Okay. What's the name of the agency you work for? Uh, Surge. And the last four of your social? 2220. And your first and last name? Hakim. H-A-K-I-M, M for Mouse, Washington. Do you mind verifying your address and date of birth? 412 East Locust Street, 8/23/2001. And on the address, the city is Lancaster, state is Ohio, zip code is 43130? Correct. Phone number is 304-7635? Yep. And then email is dreameverbright@gmail.com. Correct. Okay. Well, what exactly did you need help with? Uh... Did you receive a text message or something? Yeah. Okay. What did the text message say specifically? It said, "Congrats on your job" and then... I don't even know. I was just calling this number to see what that was. I don't... Okay. So, this is for medical insurance being offered through Surge Staffing. I know that they will- Oh. They didn't even say that on the text. ... automatically- No. I gotcha. Okay. So, they will automatically enroll you into one of the medical plans, the MEC TeleRx, unless you opt out beforehand. How do I opt out? I can go ahead and do that for you. I will go ahead and opt you out and decline coverage and you're good to go from here. Thank you. You're welcome. Bye-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 and a Card. This is Victoria. How can I help you?

Speaker speaker_2: I'm supposed to call this number.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2220.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Hakim. H-A-K-I-M, M for Mouse, Washington.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: 412 East Locust Street, 8/23/2001.

Speaker speaker_1: And on the address, the city is Lancaster, state is Ohio, zip code is 43130?

Speaker speaker_2: Correct.

Speaker speaker_1: Phone number is 304-7635?

Speaker speaker_2: Yep.

Speaker speaker_1: And then email is dreameverbright@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Well, what exactly did you need help with?

Speaker speaker_2: Uh...

Speaker speaker_1: Did you receive a text message or something?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What did the text message say specifically?

Speaker speaker_2: It said, "Congrats on your job" and then... I don't even know. I was just calling this number to see what that was. I don't...

Speaker speaker_1: Okay. So, this is for medical insurance being offered through Surge Staffing. I know that they will-

Speaker speaker_2: Oh. They didn't even say that on the text.

Speaker speaker_1: ... automatically-

Speaker speaker_2: No. I gotcha.

Speaker speaker_1: Okay. So, they will automatically enroll you into one of the medical plans, the MEC TeleRx, unless you opt out beforehand.

Speaker speaker_2: How do I opt out?

Speaker speaker_1: I can go ahead and do that for you. I will go ahead and opt you out and decline coverage and you're good to go from here.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.