

Transcript: VICTORIA

Taylor-4844234918379520-6046099475578880

Full Transcript

Thank you for calling Benefits on a Card. Hello ... - Good morning. How can I help you? I'm sorry, my name is Daniel Wilson. I'm calling in today to, um... I just started through a tip agency and they signed me up automatically with you guys' insurance and I just wanted to know if I qualify for what? Okay. What's the name of the agency you work for? The agency is Surge Staffing. Okay. Uh, have you received your first paycheck yet? No, ma'am. Okay. So, the way that that works is, um, Surge Staffing will automatically enroll you into the, um, M-E-C TeleRx Medical Plan. They do it, uh, 30 days from the date of your first check unless you opt out beforehand. So, I get my first check, no matter what, and then after that I can opt out? Yeah. I mean, if you wanna opt out now I can make a file for you and decline it. Um, we just don't have your file until you receive your first paycheck. Like I said- Oh. ... either way- I'm with ya. ... that really does help. I'm with ya. Well yeah, no, I don't wanna opt out without knowing what I have to hear. So, yeah, I'll let, I'll just call you back when I get my first check and we'll go from there. Okay. Do you need help with anything else? No, ma'am. I appreciate your time. Okay. Have a good day. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card.

Speaker speaker_1: Hello ... -

Speaker speaker_0: Good morning. How can I help you?

Speaker speaker_1: I'm sorry, my name is Daniel Wilson. I'm calling in today to, um... I just started through a tip agency and they signed me up automatically with you guys' insurance and I just wanted to know if I qualify for what?

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: The agency is Surge Staffing.

Speaker speaker_0: Okay. Uh, have you received your first paycheck yet?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. So, the way that that works is, um, Surge Staffing will automatically enroll you into the, um, M-E-C TeleRx Medical Plan. They do it, uh, 30 days from the date of your first check unless you opt out beforehand.

Speaker speaker_1: So, I get my first check, no matter what, and then after that I can opt out?

Speaker speaker_0: Yeah. I mean, if you wanna opt out now I can make a file for you and decline it. Um, we just don't have your file until you receive your first paycheck. Like I said-

Speaker speaker_1: Oh.

Speaker speaker_0: ... either way-

Speaker speaker_1: I'm with ya.

Speaker speaker_0: ... that really does help.

Speaker speaker_1: I'm with ya. Well yeah, no, I don't wanna opt out without knowing what I have to hear. So, yeah, I'll let, I'll just call you back when I get my first check and we'll go from there.

Speaker speaker_0: Okay. Do you need help with anything else?

Speaker speaker_1: No, ma'am. I appreciate your time.

Speaker speaker_0: Okay. Have a good day.

Speaker speaker_1: Thank you. Bye.