

Transcript: VICTORIA

Taylor-5010669751287808-5761947108425728

Full Transcript

Hello, do y'all hear me? Hello? Hi. How can I help you? This is Javon Thomas. Okay. How can I help you? I, uh, yeah, I had just sent me a text ■ to the, um, it was like ■\$20. I was certain you will be enrolled in a M-E-D care rates within 30 days. Yes, this is for the medical insurance that Surge Staffing offers. They're going to enroll you into that plan unless you opt out beforehand. Okay, So I'm seeing what it is plan is like, like c- explain what is plan, how like, how do, how y'all go about this plan? So it's a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. It also provides, uh, virtual urgent care as well as this, uh, um, as a subscription to FreeRx, which is like a prescription plan. Right. Um, and it costs \$16.80 a week. See, look, the good thing about it right now, I had a little, um, you know what I'm saying, with my EOT, he didn't let me know that I was working on a Saturday and HR had let me go. HR was talking about it, they're thinking about letting me back on so that I'm not, they know I'm not saying I'm not high o- I'm not there right now, know what I'm saying? They said they'll think about put me back in there. Okay, so we have nothing to do with the job assignments. We just administer their medical insurance. Do you want to opt out of the medical insurance to be avoided being enrolled? Yeah, I'm going to have to because I ain't got that job right now. Okay, let me pull up your file so I can decline it for you. What's the last four of your social? 3544. And your first and last name again? Hey, never mind. Yeah, yeah, never mind. Just, yeah, keep going with it. I'm gonna just keep on with it. Something, something just saying in my mind, yeah, keep going with it for some reason. I don't know. I'm gonna listen to this voice. Yeah, keep it up now. Okay. Okay, do you need help with anything else? I'm gonna call y'all back e- if I need anything else. Okay, have a good day. All right.

Conversation Format

Speaker speaker_0: Hello, do y'all hear me? Hello?

Speaker speaker_1: Hi. How can I help you?

Speaker speaker_0: This is Javon Thomas.

Speaker speaker_1: Okay. How can I help you?

Speaker speaker_0: I, uh, yeah, I had just sent me a text ■ to the, um, it was like ■\$20. I was certain you will be enrolled in a M-E-D care rates within 30 days.

Speaker speaker_1: Yes, this is for the medical insurance that Surge Staffing offers. They're going to enroll you into that plan unless you opt out beforehand.

Speaker speaker_0: Okay, So I'm seeing what it is plan is like, like c- explain what is plan, how like, how do, how y'all go about this plan?

Speaker speaker_1: So it's a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. It also provides, uh, virtual urgent care as well as this, uh, um, as a subscription to FreeRx, which is like a prescription plan.

Speaker speaker_0: Right.

Speaker speaker_1: Um, and it costs \$16.80 a week.

Speaker speaker_0: See, look, the good thing about it right now, I had a little, um, you know what I'm saying, with my EOT, he didn't let me know that I was working on a Saturday and HR had let me go. HR was talking about it, they're thinking about letting me back on so that I'm not, they know I'm not saying I'm not high o- I'm not there right now, know what I'm saying? They said they'll think about put me back in there.

Speaker speaker_1: Okay, so we have nothing to do with the job assignments. We just administer their medical insurance. Do you want to opt out of the medical insurance to be avoided being enrolled?

Speaker speaker_0: Yeah, I'm going to have to because I ain't got that job right now.

Speaker speaker_1: Okay, let me pull up your file so I can decline it for you. What's the last four of your social?

Speaker speaker_0: 3544.

Speaker speaker_1: And your first and last name again?

Speaker speaker_0: Hey, never mind. Yeah, yeah, never mind. Just, yeah, keep going with it. I'm gonna just keep on with it. Something, something just saying in my mind, yeah, keep going with it for some reason. I don't know. I'm gonna listen to this voice. Yeah, keep it up now.

Speaker speaker_1: Okay. Okay, do you need help with anything else?

Speaker speaker_0: I'm gonna call y'all back e- if I need anything else.

Speaker speaker_1: Okay, have a good day.

Speaker speaker_0: All right.