

Transcript: VICTORIA

Taylor-5370240736903168-4759609935609856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accord. This is Victoria. How can I help you? Um, hi, Victoria. I just got a message from you guys and it was from Surge, and it says, "Auto enroll into MEC." What is that? So Surge Staffing will automatically enroll you into one of their medical plans unless you opt out beforehand. Um, the MEC TellRx, that plan is specifically designed for, like, your preventative healthcare. Mm-hmm. So it covers things like your physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. Mm-hmm. Um, and it's \$16.80 a week. Just for that? Yes, ma'am. Um, so I have to pay \$16 a week for that? Yes, ma'am. That's how much the plan costs. Um, do I have to have the plan? No, ma'am. If you're wanting to opt out, I can pull up your file and decline it for you. Yeah, 'cause I don't wanna have to pay \$16 a month for it. Okay. Yeah, it would be weekly, not monthly. But either way, I can decline it for you. Uh, what's the last four of your Social? 0978. And your first and last name? My name is Jakecia Harris. J-A-K-E-C-I-A Harris. H-A-R-R-I-S. Okay. Do you mind verifying your address and date of birth? It's 4224 McInnis Drive, Montgomery, Alabama 36116. And my date of birth is September 29th, 2006. And then phone number 334-530-3535? Yes, that's it. Okay. And then email is gobrayzjj@gmail.com? Yes. All righty. I will go ahead and decline it. And if you need help with anything else... No, thank you. All righty. You have a wonderful day. Thank you. 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 Accord. This is Victoria. How can I help you?

Speaker speaker_2: Um, hi, Victoria. I just got a message from you guys and it was from Surge, and it says, "Auto enroll into MEC." What is that?

Speaker speaker_1: So Surge Staffing will automatically enroll you into one of their medical plans unless you opt out beforehand. Um, the MEC TellRx, that plan is specifically designed for, like, your preventative healthcare.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So it covers things like your physicals, vaccinations and preventative screenings at 100% as long as you stay in that work.

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Just for that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, so I have to pay \$16 a week for that?

Speaker speaker_1: Yes, ma'am. That's how much the plan costs.

Speaker speaker_2: Um, do I have to have the plan?

Speaker speaker_1: No, ma'am. If you're wanting to opt out, I can pull up your file and decline it for you.

Speaker speaker_2: Yeah, 'cause I don't wanna have to pay \$16 a month for it.

Speaker speaker_1: Okay. Yeah, it would be weekly, not monthly. But either way, I can decline it for you. Uh, what's the last four of your Social?

Speaker speaker_2: 0978.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: My name is Jakecia Harris. J-A-K-E-C-I-A Harris. H-A-R-R-I-S.

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

Speaker speaker_2: It's 4224 McInnis Drive, Montgomery, Alabama 36116. And my date of birth is September 29th, 2006.

Speaker speaker_1: And then phone number 334-530-3535?

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: Okay. And then email is gobrayzjj@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. I will go ahead and decline it. And if you need help with anything else...

Speaker speaker_2: No, thank you.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Bye-bye.