

## Transcript: VICTORIA

**Taylor-5723562809933824-5174310379634688**

### Full Transcript

... program, unless somebody else raises their hand. But you can ... Sorry about that. Hello. Calling benefits unocquered. This is Victoria. How can I help you? Well, I just got this number texted to me from my, uh, temp service that I work for through Surge Staffing and they said, "Congratulations on the new job," and I don't even know what they're talking about. So, Surge Staffing is a, a staffing agency. Um, I'm not sure if you've been offered a job with them or not. We just administer the medical insurance that they offer. Um, and I know with Surge Staffing- Oh, okay. ... um, they will automatically enroll their n- their new hires into one of the medical plans unless you opt out beforehand. So, they'll go ahead and enroll somebody in medical, medical plan without even letting them know they have a job first? What kind of shit is that? So, that's just... Okay, so the text message that you got is just talking about medical insurance in general. Now, you'll have to reach out to Surge Staffing regarding a job. But we just administer the medical insurance for them. And because they do auto-enrollment, we are responsible for letting the new hires know. So that's the reason why you got the text message. Oh, 0000... Is that something- Okay. ... you would like to opt out of beforehand? Yes. I would. Because I don't even know what job I might have. I don't know, you know what I'm saying? If I, I might sign up with them later once I get this stuff straightened out, but that's kinda some, that's some sneaky ass shit. All right. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: ... program, unless somebody else raises their hand. But you can ... Sorry about that.

Speaker speaker\_1: Hello. Calling benefits unocquered. This is Victoria. How can I help you?

Speaker speaker\_0: Well, I just got this number texted to me from my, uh, temp service that I work for through Surge Staffing and they said, "Congratulations on the new job," and I don't even know what they're talking about.

Speaker speaker\_1: So, Surge Staffing is a, a staffing agency. Um, I'm not sure if you've been offered a job with them or not. We just administer the medical insurance that they offer. Um, and I know with Surge Staffing-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... um, they will automatically enroll their n- their new hires into one of the medical plans unless you opt out beforehand.

Speaker speaker\_0: So, they'll go ahead and enroll somebody in medical, medical plan without even letting them know they have a job first? What kind of shit is that?

Speaker speaker\_1: So, that's just... Okay, so the text message that you got is just talking about medical insurance in general. Now, you'll have to reach out to Surge Staffing regarding a job. But we just administer the medical insurance for them. And because they do auto-enrollment, we are responsible for letting the new hires know. So that's the reason why you got the text message.

Speaker speaker\_0: Oh, 0000...

Speaker speaker\_1: Is that something-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... you would like to opt out of beforehand?

Speaker speaker\_0: Yes. I would. Because I don't even know what job I might have. I don't know, you know what I'm saying? If I, I might sign up with them later once I get this stuff straightened out, but that's kinda some, that's some sneaky ass shit. All right. Thank you. Bye-bye.