

## **Transcript: VICTORIA**

**Taylor-5743021507166208-6742327521394688**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes. Um, I was trying to see if there's ... tools that I can get from y'all. "Congrats on your job with Surge. You will be auto-enrolled for your employer's MEC teller RX." Did y'all get that? I'm sorry, I'm having a hard time hearing you. I said, it says, "Congrats on your job with Surge. You will be auto-enrolled for your employer's MEC teller RX." Hello? Hello? Yeah, sorry, the phone keeps going in and out. Is this for some... I had got a message saying that I have been enrolled in a MEC teller RX. So, this is for medical insurance if you happen to work here like a staffing or temp agency. Oh, yeah. Okay, yeah, that's it. What's the name of the agency that you work here? Hello? Hello? Yes, ma'am. Yes? What's the name of the agency you work through? Surge. Okay. So, they will automatically enroll, uh, new employees into one of the medical plans they offer, unless you opt out beforehand. Okay. Are you wanting to opt out of that? No. Okay. Did you have any other questions? Thank you. No. Okay. You have a good day. You too. 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 a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Yes. Um, I was trying to see if there's ... tools that I can get from y'all. "Congrats on your job with Surge. You will be auto-enrolled for your employer's MEC teller RX." Did y'all get that?

Speaker speaker\_0: I'm sorry, I'm having a hard time hearing you.

Speaker speaker\_2: I said, it says, "Congrats on your job with Surge. You will be auto-enrolled for your employer's MEC teller RX."

Speaker speaker\_0: Hello?

Speaker speaker\_2: Hello?

Speaker speaker\_0: Yeah, sorry, the phone keeps going in and out.

Speaker speaker\_2: Is this for some... I had got a message saying that I have been enrolled in a MEC teller RX.

Speaker speaker\_0: So, this is for medical insurance if you happen to work here like a staffing or temp agency.

Speaker speaker\_2: Oh, yeah. Okay, yeah, that's it.

Speaker speaker\_0: What's the name of the agency that you work here?

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Yes?

Speaker speaker\_0: What's the name of the agency you work through?

Speaker speaker\_2: Surge.

Speaker speaker\_0: Okay. So, they will automatically enroll, uh, new employees into one of the medical plans they offer, unless you opt out beforehand.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Are you wanting to opt out of that?

Speaker speaker\_2: No.

Speaker speaker\_0: Okay. Did you have any other questions?

Speaker speaker\_2: Thank you. No.

Speaker speaker\_0: Okay. You have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_0: Thank you. Bye-bye.