

## **Transcript: VICTORIA**

**Taylor-5879713941733376-4933965272104960**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. How can I help you? Well, y'all sent me a message and told me to call y'all about my benefits or whatever. Okay. Uh, so this is for the medical insurance, if you work through a staffing or temp agency. What's the name of the agency you work through? Surge. And the last four of your Social? 1332. Okay. Your first and last name? David Goodwin. Okay. Do you mind verifying your address and date of birth? Date of birth 8/3/66. Address 3416 Horseshoe Circle, Montgomery, Alabama 36116. Okay. Phone number 334-301-8375? That's correct. Okay. Email is goodwindavid563@gmail.com? Uh, no. Email is davidfoleygoodwin@gmail.com. Okay. So David Foley, F-U-L-L-Y? F-O-L-E-Y. Foley. Okay. F-O-L-E-Y, and then Goodwin... @gmail. @gmail.com. Okay. So I know Surge Staffing will automatically enroll members into one of the medical plans they offer, unless you opt out beforehand. Um, they typically do this 30 days from the date of your first check. The plan that they automatically enroll you into is the MEC TeleRx, which basically per- covers your preventative healthcare, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Um, it also provides coverage, uh, for... Well, there's a subscription for Free Rx which is like a prescription plan, and then you also get, uh, virtual... Yeah, I've got, I've got insurance. I don't need anything. I want to opt out of all of it. I don't want any of it. Okay. That's fine. Uh, do you need help with anything else? No. Am I... Are you done? Can you opt me out and just so that there will be nothing- Yes, sir. I, I just did. Okay. All right. Yeah, that's all. So nothing will be coming out of my check for any medical, right? Nothing? Yes, sir. I just declined it, so you're good to go. Okay. Okay. Thank you, ma'am. You're welcome. 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. How can I help you?

Speaker speaker\_2: Well, y'all sent me a message and told me to call y'all about my benefits or whatever.

Speaker speaker\_1: Okay. Uh, so this is for the medical insurance, if you work through a staffing or temp agency. What's the name of the agency you work through?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 1332.

Speaker speaker\_1: Okay. Your first and last name?

Speaker speaker\_2: David Goodwin.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Date of birth 8/3/66. Address 3416 Horseshoe Circle, Montgomery, Alabama 36116.

Speaker speaker\_1: Okay. Phone number 334-301-8375?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. Email is goodwindavid563@gmail.com?

Speaker speaker\_2: Uh, no. Email is davidfoleygoodwin@gmail.com.

Speaker speaker\_1: Okay. So David Foley, F-U-L-L-Y?

Speaker speaker\_2: F-O-L-E-Y. Foley.

Speaker speaker\_1: Okay. F-O-L-E-Y, and then Goodwin...

Speaker speaker\_2: @gmail.

Speaker speaker\_1: @gmail.com. Okay. So I know Surge Staffing will automatically enroll members into one of the medical plans they offer, unless you opt out beforehand. Um, they typically do this 30 days from the date of your first check. The plan that they automatically enroll you into is the MEC TeleRx, which basically per- covers your preventative healthcare, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Um, it also provides coverage, uh, for... Well, there's a subscription for Free Rx which is like a prescription plan, and then you also get, uh, virtual...

Speaker speaker\_2: Yeah, I've got, I've got insurance. I don't need anything. I want to opt out of all of it. I don't want any of it.

Speaker speaker\_1: Okay. That's fine. Uh, do you need help with anything else?

Speaker speaker\_2: No. Am I... Are you done? Can you opt me out and just so that there will be nothing-

Speaker speaker\_1: Yes, sir. I, I just did.

Speaker speaker\_2: Okay. All right. Yeah, that's all. So nothing will be coming out of my check for any medical, right? Nothing?

Speaker speaker\_1: Yes, sir. I just declined it, so you're good to go.

Speaker speaker\_2: Okay. Okay. Thank you, ma'am.

Speaker speaker\_1: You're welcome. Bye-bye.