

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, how you doing, ma'am? I received call from you. I don't know where this number come from, to be honest. That's why I call you back. Okay, so your- I receive text- I receive text mes- I receive text message what say, "Welcome to, uh, Surge. Stop by. You will, you will see auto..." Something, I can't read it rightly, but I receive text message from this number. That's why I call you back, just I want to know exactly where this come from. Okay, so we administer medical insurance for Surge Staffing- Mm-hmm. ... and the text message is just letting you know, um, that Surge Staffing will automatically enroll you into one of the medical plans unless you opt out beforehand. Oh, okay. Okay. Are you wanting to opt out? What does that mean exactly, like, uh, to be honest with me? What that mean? Do you want to- Because I see Surge... Go ahead. Go ahead. I'm sorry I cut you off. What did you say? Are you wanting to decline the medical insurance? Let me see. Yes. Yes. Yes. Yes. Okay. W- um, what is the last four of your social? My... Because t- just see if you can explain to me, ma'am, before I give you my Social Security number. So me, I did application. I- I worked with Surge only like one day or two days. They have allergic in my hand, so my hand getting changed quickly. You know what I'm saying? I understand, sir. Hello? And I... I'm here, I can hear you and I understand what you're saying. Yeah. Uh-huh. So again, Surge Staffing is a temporary agency. Regardless of how- Yep. ... many hours you work with them, they will automatically- Yep. ... enroll you into one of the medical plans unless you decline it. So are you wanting to decline the coverage? If so, I'll need to pull up your file and decline it for you. Yeah, decline it for me. Decline it for me. Okay. So in that case, sir, I will need the last four of your social so that I can pull your file. You said the last four? 9246. 9246. Your first and last name? Uh, Tahar. T-A-H-A-R. Tahar. Tahar. T as in Tom, A as in Apple, H-A-R. Tahar, that's the first name. Last name Meridja. Meridja. M-E-R-I, D as in David, G as in Gee, A as in Apple. Okay, is your last name M-E-R-I-D-J-A? Yeah, Meridja. Meridja. M-E-R-I, D as in David, Gay as in Judy, A as in Apple. Okay. Do you mind verifying your address and date of birth? Uh, 865 Mike Lane Road, Columbus, Ohio, 43212. Uh, this- And your date of birth? Uh, 04/03/1976. Okay. And then phone number 380-206-9555. 380-206-9555. Three times five. Okay. Email is gonna be your first name, 76.me@gmail.com. Say it again, sister. Your email, it's your first name T-A-H-A-R76.me@gmail.com. Is that correct? That's correct. That's correct, yes. Yes. That's my email. Yeah. Okay. I will go ahead and decline the coverage for you so you are not enrolled. Do you need help with anything else? So you mean decline like what do you mean exactly, decline? My English weak, honestly. Like what, what do you mean like decline? Like, uh, what? Uh, I'm, I'm not sure how else to explain it, so... You're not interested in the benefits, correct? Ah, okay. That's why they want to finish it. Okay. So are you interested in the medical insurance or are you not interested in the medical insurance? No, I am interested

in a medical insurance, miss. Okay. So the text message that you received is letting you know- Yeah. ... that Surge Staffing- Yeah. Yeah. ... will automatically enroll you into one of the medical plans that they offer. It is called the MEC TeleRx. Okay. They will enroll you into that 30 days from the date of your first check unless you decline, meaning you, y- you do not accept it. Now, there are other plans being offered through your employer, so if you'd like, if you're unsure if you would like to enroll or decline, I can send you more information to your email so you can look over the different options. But you will need to make sure to call us back to either enroll or decline, because if you don't decline, you will be auto enrolled. What does that mean if y- if I don't decline this email, like what happens then? What? What? They... If you do not decline the coverage, they will enroll- Ah. ... you into that plan. Okay. I don't want to decline. I don't know. I don't want to decline. Okay. Um, so I'm gonna send you some more information to your email, um, about the different benefits. If you see anything that you would like to add on to the enrollment or if you see a different medical plan you would like to enroll into versus the plan that they choose for you, just give us a call back. Okay. Okay. Awesome. Uh, yeah. I'm gonna... You're gonna send me email. I'm gonna, uh, I'm gonna read it very well and make some decision everything, then I call you back. Sounds good. Okay. Do you have questions about- Thank you, miss. ... anything else? No, nothing. As long as you gonna send me email, I read it, that's all I need, email, the little question, to be honest. Thank you very much. Uh, take care. You're welcome. Yeah, yeah. You have a wonderful day. I'm gonna receive it right now? I'm gonna- Yes, sir. You're gonna send it right now? Yes, sir. Oh, thank you then. I just sent it to you. You should receive it in a few minutes. Thank you, sister. Appreciate it. Have a blessed day. You too. Thank you. God bless you. God bless you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, how you doing, ma'am? I received call from you. I don't know where this number come from, to be honest. That's why I call you back.

Speaker speaker_0: Okay, so your-

Speaker speaker_1: I receive text- I receive text mes- I receive text message what say, "Welcome to, uh, Surge. Stop by. You will, you will see auto..." Something, I can't read it rightly, but I receive text message from this number. That's why I call you back, just I want to know exactly where this come from.

Speaker speaker_0: Okay, so we administer medical insurance for Surge Staffing-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and the text message is just letting you know, um, that Surge Staffing will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: Are you wanting to opt out?

Speaker speaker_1: What does that mean exactly, like, uh, to be honest with me? What that mean?

Speaker speaker_0: Do you want to-

Speaker speaker_1: Because I see Surge... Go ahead. Go ahead. I'm sorry I cut you off. What did you say?

Speaker speaker_0: Are you wanting to decline the medical insurance?

Speaker speaker_1: Let me see. Yes. Yes. Yes. Yes.

Speaker speaker_0: Okay. W- um, what is the last four of your social?

Speaker speaker_1: My... Because t- just see if you can explain to me, ma'am, before I give you my Social Security number. So me, I did application. I- I worked with Surge only like one day or two days. They have allergic in my hand, so my hand getting changed quickly. You know what I'm saying?

Speaker speaker_0: I understand, sir.

Speaker speaker_1: Hello?

Speaker speaker_0: And I... I'm here, I can hear you and I understand what you're saying.

Speaker speaker_1: Yeah. Uh-huh.

Speaker speaker_0: So again, Surge Staffing is a temporary agency. Regardless of how-

Speaker speaker_1: Yep.

Speaker speaker_0: ... many hours you work with them, they will automatically-

Speaker speaker_1: Yep.

Speaker speaker_0: ... enroll you into one of the medical plans unless you decline it. So are you wanting to decline the coverage? If so, I'll need to pull up your file and decline it for you.

Speaker speaker_1: Yeah, decline it for me. Decline it for me.

Speaker speaker_0: Okay. So in that case, sir, I will need the last four of your social so that I can pull your file.

Speaker speaker_1: You said the last four? 9246. 9246.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Uh, Tahar. T-A-H-A-R. Tahar. Tahar. T as in Tom, A as in Apple, H-A-R. Tahar, that's the first name. Last name Meridja. Meridja. M-E-R-I, D as in David, G as in Gee, A as in Apple.

Speaker speaker_0: Okay, is your last name M-E-R-I-D-J-A?

Speaker speaker_1: Yeah, Meridja. Meridja. M-E-R-I, D as in David, Gay as in Judy, A as in Apple.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 865 Mike Lane Road, Columbus, Ohio, 43212. Uh, this-

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 04/03/1976.

Speaker speaker_0: Okay. And then phone number 380-206-9555.

Speaker speaker_1: 380-206-9555. Three times five.

Speaker speaker_0: Okay. Email is gonna be your first name, 76.me@gmail.com.

Speaker speaker_1: Say it again, sister.

Speaker speaker_0: Your email, it's your first name T-A-H-A-R76.me@gmail.com. Is that correct?

Speaker speaker_1: That's correct. That's correct, yes. Yes. Tha- that's my email. Yeah.

Speaker speaker_0: Okay. I will go ahead and decline the coverage for you so you are not enrolled. Do you need help with anything else?

Speaker speaker_1: So you mean decline like what do you mean exactly, decline? My English weak, honestly. Like what, what do you mean like decline? Like, uh, what?

Speaker speaker_0: Uh, I'm, I'm not sure how else to explain it, so... You're not interested in the benefits, correct?

Speaker speaker_1: Ah, okay. That's why they want to finish it. Okay.

Speaker speaker_0: So are you interested in the medical insurance or are you not interested in the medical insurance?

Speaker speaker_1: No, I am interested in a medical insurance, miss.

Speaker speaker_0: Okay. So the text message that you received is letting you know-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that Surge Staffing-

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: ... will automatically enroll you into one of the medical plans that they offer. It is called the MEC TeleRx.

Speaker speaker_1: Okay.

Speaker speaker_0: They will enroll you into that 30 days from the date of your first check unless you decline, meaning you, y- you do not accept it. Now, there are other plans being

offered through your employer, so if you'd like, if you're unsure if you would like to enroll or decline, I can send you more information to your email so you can look over the different options. But you will need to make sure to call us back to either enroll or decline, because if you don't decline, you will be auto enrolled.

Speaker speaker_1: What does that mean if y- if I don't decline this email, like what happens then? What? What?

Speaker speaker_0: They... If you do not decline the coverage, they will enroll-

Speaker speaker_1: Ah.

Speaker speaker_0: ... you into that plan.

Speaker speaker_1: Okay. I don't want to decline. I don't know. I don't want to decline.

Speaker speaker_0: Okay. Um, so I'm gonna send you some more information to your email, um, about the different benefits. If you see anything that you would like to add on to the enrollment or if you see a different medical plan you would like to enroll into versus the plan that they choose for you, just give us a call back.

Speaker speaker_1: Okay. Okay. Awesome. Uh, yeah. I'm gonna... You're gonna send me email. I'm gonna, uh, I'm gonna read it very well and make some decision everything, then I call you back. Sounds good.

Speaker speaker_0: Okay. Do you have questions about-

Speaker speaker_1: Thank you, miss.

Speaker speaker_0: ... anything else?

Speaker speaker_1: No, nothing. As long as you gonna send me email, I read it, that's all I need, email, the little question, to be honest. Thank you very much. Uh, take care.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: I'm gonna receive it right now? I'm gonna-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: You're gonna send it right now?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, thank you then.

Speaker speaker_0: I just sent it to you. You should receive it in a few minutes.

Speaker speaker_1: Thank you, sister. Appreciate it. Have a blessed day.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you. God bless you. God bless you.

Speaker speaker_0: You too. Bye-bye.