

Transcript: Chris Sofield

(deactivated)-5421511955759104-5906803582091264

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, my name is Dakota Freeman. I'm currently employed through Surge, and I was, I was looking to get some, uh, some health, health coverage. Okay. Let me pull your, your file up and see what we can help you out with. What's the last four of your Social? It's going to be 9780. Thank you. Mr. Freeman, could you verify your address and your date of birth for me? It's going to be 4101 Roden, R-O-D-E-N, Drive Northeast, Fort Payne, Alabama, 35967. And then, what was that other one you said, date of birth? Yes, sir. February 8th, 2005. Thank you. We have a phone number on file for you. It looks like 256-657-8643. Is that still correct? Yes. All right, one moment. And then, let's see here. Now, I show it looks like you previously had insurance through Surge Passing. It looks like you had medical, dental, vision and then the free Rx prescription program. Um, you are still within a window to just reinstate those previous benefits. Um- Yeah. ... would you like to do that? Yes. Yes, I would. Okay. So, that's the VIP Classic, dental, vision and free Rx, all of this for just yourself. Uh, this is a total of \$31.84 per week. Do you authorize Surge to make these deductions? Okay. Um, could I take the dental off of there? Yes, that is possible. So, you just want medical, vision and then the free Rx? Yes. Okay, that's doable. Uh, that's 27.67 per week. Do you authorize Surge to make those deductions? Yes, that'll be fine. All right, one moment. Let's go ahead and get that processing for you. All right. So, it's going to take about one to two weeks for the reinstatement to process. Um, once everything is processed, you should start seeing \$27.67 coming out of your checks. Monday following that first deduction is when policies will go back into effect. Um, and because it has been over a year since they went out of... since they, uh, since they stopped b- uh, being effective, you will receive- Yeah. ... new ID cards. Um, it'll be about a week or so- Okay. ... after the effective date. And that will... The cards will be delivered to 4101, correct? Yes. They'll be delivered to the mailing address on file, 4101 Roden Drive. Okay. Okay, all right. Thank you very much. No problem, Mr. Freeman. Was there anything else I could help you with? Uh, that'll be all. All right. Well, if that is everything, thanks again for calling and you have a wonderful day. All right. Thank you. You, too. All right, bye now. Bye.

Conversation Format

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

Speaker speaker_1: Yes, my name is Dakota Freeman. I'm currently employed through Surge, and I was, I was looking to get some, uh, some health, health coverage.

Speaker speaker_0: Okay. Let me pull your, your file up and see what we can help you out with. What's the last four of your Social?

Speaker speaker_1: It's going to be 9780.

Speaker speaker_0: Thank you. Mr. Freeman, could you verify your address and your date of birth for me?

Speaker speaker_1: It's going to be 4101 Roden, R-O-D-E-N, Drive Northeast, Fort Payne, Alabama, 35967. And then, what was that other one you said, date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: February 8th, 2005.

Speaker speaker_0: Thank you. We have a phone number on file for you. It looks like 256-657-8643. Is that still correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, one moment. And then, let's see here. Now, I show it looks like you previously had insurance through Surge Passing. It looks like you had medical, dental, vision and then the free Rx prescription program. Um, you are still within a window to just reinstate those previous benefits. Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... would you like to do that?

Speaker speaker_1: Yes. Yes, I would.

Speaker speaker_0: Okay. So, that's the VIP Classic, dental, vision and free Rx, all of this for just yourself. Uh, this is a total of \$31.84 per week. Do you authorize Surge to make these deductions?

Speaker speaker_1: Okay. Um, could I take the dental off of there?

Speaker speaker_0: Yes, that is possible. So, you just want medical, vision and then the free Rx?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, that's doable. Uh, that's 27.67 per week. Do you authorize Surge to make those deductions?

Speaker speaker_1: Yes, that'll be fine.

Speaker speaker_0: All right, one moment. Let's go ahead and get that processing for you. All right. So, it's going to take about one to two weeks for the reinstatement to process. Um, once everything is processed, you should start seeing \$27.67 coming out of your checks. Monday

following that first deduction is when policies will go back into effect. Um, and because it has been over a year since they went out of... since they, uh, since they stopped b- uh, being effective, you will receive-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... new ID cards. Um, it'll be about a week or so-

Speaker speaker_1: Okay.

Speaker speaker_0: ... after the effective date.

Speaker speaker_1: And that will... The cards will be delivered to 4101, correct?

Speaker speaker_0: Yes. They'll be delivered to the mailing address on file, 4101 Roden Drive.

Speaker speaker_1: Okay. Okay, all right. Thank you very much.

Speaker speaker_0: No problem, Mr. Freeman. Was there anything else I could help you with?

Speaker speaker_1: Uh, that'll be all.

Speaker speaker_0: All right. Well, if that is everything, thanks again for calling and you have a wonderful day.

Speaker speaker_1: All right. Thank you. You, too.

Speaker speaker_0: All right, bye now.

Speaker speaker_1: Bye.