

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yes, sir. My name is Lacey Martin and I'm employed with Surge and I was trying to find out what are y- some of y'all's, like, insurance plans. Um, they didn't give me a packet or nothing at the office. So I really don't know the cost of anything, you know, or what kind of benefits there even is. Okay. But, um- Yeah, so... Okay. Um, Surge offers a number of different policies. They offer a couple medical along with, um, plans for, like, dental, vision, short term disability, life insurance, critical illness and things like that. Um- Right. If you would like, just because there are about 11 to 12 plans available from Surge, each with about four different price points depending on who all you're covering on the policies, if you want to provide me with an email address I can send you an... I can send you an information packet that goes over all of this that would include the pricing- Okay. ... for each plan as well. Okay. It's gonna be Lacey, L-A-C-E-Y, Martin- Mm-hmm. ... 835@gmail.com. Okay. All right then. So I'll go ahead and send the email on over there. This is gonna come from info@benefitsinacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Uh, just give that a read through and, um, just let us... Uh, just give us a call back. Uh, let us know either if you want to enroll into Benefits or not, as they do automatically enroll you into one of the medical plans available, which is for preventative care only. If you don't want that plan, um, you will need to let us know so we can opt you out of that. Oh, they automatically enroll you in one of them? Yes. They automatically enroll you into the preventative care only plan 30 days after your first paycheck, unless you state that you don't want that insurance policy. Okay. And wh-, what is that? Uh, it... The plan that they auto enroll you into is a preventative care medical policy, so things like physicals, vaccines and cancer screenings only. Th-, um, standard doctor's visits or hospital visits or anything like that are not covered by that plan. Okay. Yeah, I don't think I want that. Um... All right. Well, I'm gonna go over this and I'll call you back. All right then. Yeah, just go over it and give us a call back. Let us know either way if you want to enroll or decline all benefits. Okay? And how long does the Benefits... How long does it take them to go into effect? Uh, once you request to enroll, it takes about a week or two for everything to process. Once processing is complete, you're then waiting on Surge to start taking the money out of your checks. Once that happens, the policy is typically effective the following Monday after that deduction, um, with ID cards typically arriving about a week or two afterwards. Okay. So not long at all then. No. Anywhere from about two to four weeks, depending on h-, um, depending on the processing and how quickly Surge starts taking those deductions out. All right. Thank you so much, sir. No problem. Anything else? No, that's it. All right. Well, if that's everything, thanks again for calling and have a wonderful day. You too. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yes, sir. My name is Lacey Martin and I'm employed with Surge and I was trying to find out what are y- some of y'all's, like, insurance plans. Um, they didn't give me a packet or nothing at the office. So I really don't know the cost of anything, you know, or what kind of benefits there even is.

Speaker speaker_1: Okay.

Speaker speaker_2: But, um-

Speaker speaker_1: Yeah, so... Okay. Um, Surge offers a number of different policies. They offer a couple medical along with, um, plans for, like, dental, vision, short term disability, life insurance, critical illness and things like that. Um-

Speaker speaker_2: Right.

Speaker speaker_1: If you would like, just because there are about 11 to 12 plans available from Surge, each with about four different price points depending on who all you're covering on the policies, if you want to provide me with an email address I can send you an... I can send you an information packet that goes over all of this that would include the pricing-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for each plan as well.

Speaker speaker_2: Okay. It's gonna be Lacey, L-A-C-E-Y, Martin-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 835@gmail.com.

Speaker speaker_1: Okay. All right then. So I'll go ahead and send the email on over there. This is gonna come from info@benefitsinacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. Uh, just give that a read through and, um, just let us... Uh, just give us a call back. Uh, let us know either if you want to enroll into Benefits or not, as they do automatically enroll you into one of the medical plans available, which is for preventative care only. If you don't want that plan, um, you will need to let us know so we can opt you out of that.

Speaker speaker_2: Oh, they automatically enroll you in one of them?

Speaker speaker_1: Yes. They automatically enroll you into the preventative care only plan 30 days after your first paycheck, unless you state that you don't want that insurance policy.

Speaker speaker_2: Okay. And wh-, what is that?

Speaker speaker_1: Uh, it... The plan that they auto enroll you into is a preventative care medical policy, so things like physicals, vaccines and cancer screenings only. Th-, um, standard doctor's visits or hospital visits or anything like that are not covered by that plan.

Speaker speaker_2: Okay. Yeah, I don't think I want that. Um... All right. Well, I'm gonna go over this and I'll call you back.

Speaker speaker_1: All right then. Yeah, just go over it and give us a call back. Let us know either way if you want to enroll or decline all benefits. Okay?

Speaker speaker_2: And how long does the Benefits... How long does it take them to go into effect?

Speaker speaker_1: Uh, once you request to enroll, it takes about a week or two for everything to process. Once processing is complete, you're then waiting on Surge to start taking the money out of your checks. Once that happens, the policy is typically effective the following Monday after that deduction, um, with ID cards typically arriving about a week or two afterwards.

Speaker speaker_2: Okay. So not long at all then.

Speaker speaker_1: No. Anywhere from about two to four weeks, depending on h-, um, depending on the processing and how quickly Surge starts taking those deductions out.

Speaker speaker_2: All right. Thank you so much, sir.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.