

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. How you doing, sir? I'm doing Well ... say that again? I said I'm doing all right, sir. And yourself? I'm doing all right, man. You know they say you can't complain I ain't got no complaints. Yes, sir. Yes, sir. How can I help? Yes, sir. I was calling in to- 'cause I- uh, I recently started with Surge. I was calling in to see if I got vision added to my employees' coverage. Coverage? Okay. Let's take a look. What's the last four of the social? 07776. And first and last name, sir? Marcus Meeks. You said last four of the social was 0776? Correct. Okay, one moment. Uh, doesn't look like we have a file on our system for you just yet, meaning that there is no current enrollment. Um, if you want to enroll, you are eligible to do so, um, as a new hire with Surge. I'll just need to create a file on the system in order to get you- in order to get that set up for you. Okay, can we do that now then? Because, yeah, I need some new glasses. No, I definitely get that. Yeah, we can get that done for you. I'm going to need a little bit more information from you to set up the profile. Okay. To start with, I will need your full social at this time. 425-75-0776. Thank you. Uh, Mr. Meeks, what is your current mailing address, sir? 1120 O. Jackson Road, Canton, Mississippi 39046. All right. Your date of birth? 10/07/1992. Got it. And then a good phone number for you? 769-284-1358. Thank you. All right. All right, sir. Let's see here... All right. And now you said- you definitely said you needed vision. Was there anything else that you wanted to enroll into from Surge, or was it just vision you needed? Just vision. Okay. And is that going to be for just yourself? Are you covering anyone else with it? Just myself. Awesome. My son, he got Medicaid. Understood. All right, let's- let's take a look here. All right, vision for just yourself through Surge is going to be \$2.15 per week. You authorize Surge to make those deductions? Yes, sir. All right. Now, it is going to take a little bit of time for everything to process. Processing typically takes one to two weeks. Uh, once processing is complete, you should start seeing those deductions coming out of your checks. Uh, the Monday following that first deduction is when the policy should become effective, and you should get an ID card for that plan about a week or two after that effective date. Okay? Best news I done heard all day. Well, I'm glad to deliver that news for you. Uh, was there anything else I could help you with, sir? No, sir. Thank you. You're very welcome. Thanks again for calling. You have a wonderful day. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: How you doing, sir?

Speaker speaker\_2: I'm doing

Speaker speaker\_3: Well ... say that again?

Speaker speaker\_2: I said I'm doing all right, sir. And yourself?

Speaker speaker\_1: I'm doing all right, man. You know they say you can't complain I ain't got no complaints.

Speaker speaker\_2: Yes, sir. Yes, sir. How can I help?

Speaker speaker\_1: Yes, sir. I was calling in to- 'cause I- uh, I recently started with Surge. I was calling in to see if I got vision added to my employees' coverage.

Speaker speaker\_2: Coverage? Okay. Let's take a look. What's the last four of the social?

Speaker speaker\_1: 07776.

Speaker speaker\_2: And first and last name, sir?

Speaker speaker\_1: Marcus Meeks.

Speaker speaker\_2: You said last four of the social was 0776?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, one moment. Uh, doesn't look like we have a file on our system for you just yet, meaning that there is no current enrollment. Um, if you want to enroll, you are eligible to do so, um, as a new hire with Surge. I'll just need to create a file on the system in order to get you- in order to get that set up for you.

Speaker speaker\_1: Okay, can we do that now then? Because, yeah, I need some new glasses.

Speaker speaker\_2: No, I definitely get that. Yeah, we can get that done for you. I'm going to need a little bit more information from you to set up the profile.

Speaker speaker\_1: Okay.

Speaker speaker\_2: To start with, I will need your full social at this time.

Speaker speaker\_1: 425-75-0776.

Speaker speaker\_2: Thank you. Uh, Mr. Meeks, what is your current mailing address, sir?

Speaker speaker\_1: 1120 O. Jackson Road, Canton, Mississippi 39046.

Speaker speaker\_2: All right. Your date of birth?

Speaker speaker\_1: 10/07/1992.

Speaker speaker\_2: Got it. And then a good phone number for you?

Speaker speaker\_1: 769-284-1358.

Speaker speaker\_2: Thank you. All right. All right, sir. Let's see here... All right. And now you said- you definitely said you needed vision. Was there anything else that you wanted to enroll into from Surge, or was it just vision you needed?

Speaker speaker\_1: Just vision.

Speaker speaker\_2: Okay. And is that going to be for just yourself? Are you covering anyone else with it?

Speaker speaker\_1: Just myself.

Speaker speaker\_2: Awesome.

Speaker speaker\_1: My son, he got Medicaid.

Speaker speaker\_2: Understood. All right, let's- let's take a look here. All right, vision for just yourself through Surge is going to be \$2.15 per week. You authorize Surge to make those deductions?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Now, it is going to take a little bit of time for everything to process. Processing typically takes one to two weeks. Uh, once processing is complete, you should start seeing those deductions coming out of your checks. Uh, the Monday following that first deduction is when the policy should become effective, and you should get an ID card for that plan about a week or two after that effective date. Okay?

Speaker speaker\_1: Best news I done heard all day.

Speaker speaker\_2: Well, I'm glad to deliver that news for you. Uh, was there anything else I could help you with, sir?

Speaker speaker\_1: No, sir. Thank you.

Speaker speaker\_2: You're very welcome. Thanks again for calling. You have a wonderful day.

Speaker speaker\_1: All right.