

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 and a Card. This is Chris. How can I help you today? Yes, hello. I recently started working for Surge Staffing and they said that I could get insurance, but I'm not sure how it works. Okay. Um, are you just looking for information on what plan Surge offers? Yeah, and if there... Uh, yeah, yeah. Okay. So Surge offers a couple of different options for, uh, medical coverage, so like for medical insurance. Um- Mm-hmm. ... they offer a plan that is for preventative care services only, so things like physicals, vaccines, cancer screenings and the like, uh, but nothing else. So no doctors, no hospitals, no nothing like that. Okay. Um, then they also offer a plan that covers those doctor's visits, hospital visits and things like that, but by itself it doesn't cover any, um, preventative care. So that plan wouldn't cover those physicals or vaccines or anything like that. Now you can combine the two plans if you want. You would just be seeing both plans' premiums coming out of your check every week. Uh- Mm-hmm. ... then there's additional benefits that you can, that you can choose, uh, for things like short-term disability, critical illness, uh, dental, vision, accident coverage, life insurance and behavioral health. How much is all of that every week? Uh, it, it all depends on what plans you select, how many plans you select and if you're covering any dependents or not. Um, if you would like- Mm-hmm. ... if you want to provide me with an email address, I can send you an information packet that goes over all of the plans that Surge Staffing has to offer. It'll give you an idea of what all is available, uh, what all is covered, how much it's covered at, so on and so forth. Okay. Um- Uh, bear with me - Do you have me there on file? ... uh, I have not pulled up a file yet, ma'am, um... So, uh, 'cause you were just asking for some general information, um, but yeah- No, no, you're fine. I just wondered if it would be on file. I mean, it, it might be if I, if I did go ahead and pull up the file, um, which I can do if you want me to. Um, but like I said, uh, that would require me getting a, a good bit of information from you, starting with I would need the last four of your Social. Okay. 5179. Your first and last name? Juanita, J as in John, U-A-N-I-T-A, D as in David, B-A-N. Okay, so we don't have a file on our system for you just yet. That might be because you are a brand new hire with Surge. We don't receive that information until a, um, until payroll has been processed for you. So, I can tell you right now we would not have an, an email on file for you. Um, I can go ahead and, uh, still send you the information packet. I would just need you... I would just need to get your email from you directly. Okay, that's fine. Um... I can't remember, um, what email it is, but I'll just give you this one. J as in John, period, D as in David, period, I as in igloo, period, D as in David, the number four. Capital C, H-R-I-S-T@Gmail.com. All right. All right, so I'll go ahead and send this email on over to you. Uh, this is gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, you should be getting this in just a couple of minutes here. Just give that, uh, guide a read

through and then if you wish to enroll- Mm-hmm. ... in anything, give us a call back. If you decide that you do not want any insurance from them at all, still please give us a call back as Surge Staffing does automatically enroll their new hires into that preventative care plan I mentioned, uh, 30 days- Mm-hmm. ... after your first check. Okay. All right. Thank you. You're welcome. Anything else? Just for you to have a great day, sir. All right. Well, same to you, ma'am. Thanks for calling. Bye now. Okay. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, hello. I recently started working for Surge Staffing and they said that I could get insurance, but I'm not sure how it works.

Speaker speaker_1: Okay. Um, are you just looking for information on what plan Surge offers?

Speaker speaker_2: Yeah, and if there... Uh, yeah, yeah.

Speaker speaker_1: Okay. So Surge offers a couple of different options for, uh, medical coverage, so like for medical insurance. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they offer a plan that is for preventative care services only, so things like physicals, vaccines, cancer screenings and the like, uh, but nothing else. So no doctors, no hospitals, no nothing like that.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, then they also offer a plan that covers those doctor's visits, hospital visits and things like that, but by itself it doesn't cover any, um, preventative care. So that plan wouldn't cover those physicals or vaccines or anything like that. Now you can combine the two plans if you want. You would just be seeing both plans' premiums coming out of your check every week. Uh-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... then there's additional benefits that you can, that you can choose, uh, for things like short-term disability, critical illness, uh, dental, vision, accident coverage, life insurance and behavioral health.

Speaker speaker_2: How much is all of that every week?

Speaker speaker_1: Uh, it, it all depends on what plans you select, how many plans you select and if you're covering any dependents or not. Um, if you would like-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if you want to provide me with an email address, I can send you an information packet that goes over all of the plans that Surge Staffing has to offer. It'll give you an idea of what all is available, uh, what all is covered, how much it's covered at, so on and so forth.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Uh, bear with me -

Speaker speaker_2: Do you have me there on file?

Speaker speaker_1: ... uh, I have not pulled up a file yet, ma'am, um... So, uh, 'cause you were just asking for some general information, um, but yeah-

Speaker speaker_2: No, no, you're fine. I just wondered if it would be on file.

Speaker speaker_1: I mean, it, it might be if I, if I did go ahead and pull up the file, um, which I can do if you want me to. Um, but like I said, uh, that would require me getting a, a good bit of information from you, starting with I would need the last four of your Social.

Speaker speaker_2: Okay. 5179.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Juanita, J as in John, U-A-N-I-T-A, D as in David, B-A-N.

Speaker speaker_1: Okay, so we don't have a file on our system for you just yet. That might be because you are a brand new hire with Surge. We don't receive that information until a, um, until payroll has been processed for you. So, I can tell you right now we would not have an, an email on file for you. Um, I can go ahead and, uh, still send you the information packet. I would just need you... I would just need to get your email from you directly.

Speaker speaker_2: Okay, that's fine. Um... I can't remember, um, what email it is, but I'll just give you this one. J as in John, period, D as in David, period, I as in igloo, period, D as in David, the number four. Capital C, H-R-I-S-T@Gmail.com.

Speaker speaker_1: All right. All right, so I'll go ahead and send this email on over to you. Uh, this is gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, you should be getting this in just a couple of minutes here. Just give that, uh, guide a read through and then if you wish to enroll-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... in anything, give us a call back. If you decide that you do not want any insurance from them at all, still please give us a call back as Surge Staffing does automatically enroll their new hires into that preventative care plan I mentioned, uh, 30 days-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... after your first check.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: Just for you to have a great day, sir.

Speaker speaker_1: All right. Well, same to you, ma'am. Thanks for calling. Bye now.

Speaker speaker_2: Okay. Bye.