

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Miss Stephanie. I think I talked to you a while ago about the health insurance. Yes, ma'am. Um, I was gonna see if we can go ahead and put in for the VIP Classic, I guess? Okay. Um, can you... I still need you to give me, like, the name of the staffing agency, and then the last four. I'm going to have to ask you the same security questions as earlier. Okay. You're good, love. It's, um, I'm Three Stars Staffing. Uh-huh. And the last four of my services, 3591. Okay. Okay. And then your first and last name again? Brandi Forster. And for security purposes, can you verify your address and date of birth? Yes, ma'am. It's 3551 County Road 97, Slot Rock, Alabama, 35966. My date of birth is August 30th, 1994. Okay. 256-82799 is your phone number? Yes. And then I have watsonbrandi1@icon.com. Yes, ma'am. All right. And then you said you wanted to enroll into the VIP Standard or Classic? The... Let me back up here. The Classic, uh, it covers more? Yes, that one covers a little bit more in dollar amount. What about... Did you want to add anything else? And did you want to add your spouse? I wanna add my spouse. Um, and also, are you on dental insurance? Uh, yeah, sure. All right, vision and dental on all of them. With your spouse, right? Yes. Okay. I know, I need that vision, but I don't... Um, yeah, go ahead and put vision and dental for both of us. Okay. Did you want to opt out from the NEC total rent? Yes, ma'am. Okay. All right, so so far it has the VIP Classic for \$37.95 for employee plus spouse, dental for employee plus spouse for \$8.02, and vision for \$4.35 for employee plus spouse. That would be a weekly deduction of \$50.32. Um, do you allow me to... Do you allow Surge to make these weekly deduction of \$50.32 for the selected plans? Yes, ma'am. Okay. And then I'm ready for your spouse's information. Hi, I need your info. Thank you, Wally. Yeah, what do you want? Yeah. What all do you need, sir? I need his, um, first and last name. Uh, his name is Arthur Watkins. Austin? Arthur. A-R-T-H-U-R. Oh, Arthur. Okay. Yes, ma'am. Let me... Sorry. Arthur. You're good. I'm trying to find, uh... Last name? Watkins. W-A-T-K-I-N-S. And then his birthday. It's April the 28th, 1992. Okay. And then social? Okay. What's your social? 419-39-9468. I can't find it in there. That's what I was looking for. Okay. Thank you. 9468. Okay, I added him and I was going to tell you to please allow one to two weeks for your staffing agency to start making the first deduction from your paycheck. Once you see the first deduction of \$50.32 come out of your paycheck, the following Monday of that first deduction is when your plan becomes effective. And then, um, that first or second week, you should be getting your dental and vision card. For your VIP Classic Card, they normally don't mail that one out to you. So if you do want a physical medical card, once you become active, you're welcome to contact us and we'll email it to you. Okay. Awesome. All right. So now you just got to play the waiting game and wait for Surge to make the first deduction of \$50.32 from your paycheck. All right. Sounds good. All right. Did you have any other questions? No, ma'am. I think that's it. All right. I hope you have a great

day. Thank you for your time. You too. Thank you. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Miss Stephanie. I think I talked to you a while ago about the health insurance.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um, I was gonna see if we can go ahead and put in for the VIP Classic, I guess?

Speaker speaker_0: Okay. Um, can you... I still need you to give me, like, the name of the staffing agency, and then the last four. I'm going to have to ask you the same security questions as earlier.

Speaker speaker_1: Okay. You're good, love. It's, um, I'm Three Stars Staffing.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And the last four of my services, 3591.

Speaker speaker_0: Okay. Okay. And then your first and last name again?

Speaker speaker_1: Brandi Forster.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yes, ma'am. It's 3551 County Road 97, Slot Rock, Alabama, 35966. My date of birth is August 30th, 1994.

Speaker speaker_0: Okay. 256-82799 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have watsonbrandi1@icon.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then you said you wanted to enroll into the VIP Standard or Classic?

Speaker speaker_1: The... Let me back up here. The Classic, uh, it covers more?

Speaker speaker_0: Yes, that one covers a little bit more in dollar amount. What about... Did you want to add anything else? And did you want to add your spouse?

Speaker speaker_1: I wanna add my spouse. Um, and also, are you on dental insurance?

Speaker speaker_2: Uh, yeah, sure.

Speaker speaker_1: All right, vision and dental on all of them.

Speaker speaker_0: With your spouse, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: I know, I need that vision, but I don't... Um, yeah, go ahead and put vision and dental for both of us.

Speaker speaker_0: Okay. Did you want to opt out from the NEC total rent?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right, so so far it has the VIP Classic for \$37.95 for employee plus spouse, dental for employee plus spouse for \$8.02, and vision for \$4.35 for employee plus spouse. That would be a weekly deduction of \$50.32. Um, do you allow me to... Do you allow Surge to make these weekly deduction of \$50.32 for the selected plans?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then I'm ready for your spouse's information.

Speaker speaker_1: Hi, I need your info.

Speaker speaker_2: Thank you, Wally. Yeah, what do you want?

Speaker speaker_1: Yeah. What all do you need, sir?

Speaker speaker_0: I need his, um, first and last name.

Speaker speaker_1: Uh, his name is Arthur Watkins.

Speaker speaker_0: Austin?

Speaker speaker_1: Arthur. A-R-T-H-U-R.

Speaker speaker_0: Oh, Arthur. Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Let me... Sorry. Arthur.

Speaker speaker_1: You're good. I'm trying to find, uh...

Speaker speaker_0: Last name?

Speaker speaker_1: Watkins. W-A-T-K-I-N-S.

Speaker speaker_0: And then his birthday.

Speaker speaker_1: It's April the 28th, 1992.

Speaker speaker_0: Okay. And then social?

Speaker speaker_2: Okay.

Speaker speaker_1: What's your social?

Speaker speaker_2: 419-39-9468.

Speaker speaker_1: I can't find it in there. That's what I was looking for.

Speaker speaker_0: Okay. Thank you. 9468. Okay, I added him and I was going to tell you to please allow one to two weeks for your staffing agency to start making the first deduction from your paycheck. Once you see the first deduction of \$50.32 come out of your paycheck, the following Monday of that first deduction is when your plan becomes effective. And then, um, that first or second week, you should be getting your dental and vision card. For your VIP Classic Card, they normally don't mail that one out to you. So if you do want a physical medical card, once you become active, you're welcome to contact us and we'll email it to you.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: All right. So now you just got to play the waiting game and wait for Surge to make the first deduction of \$50.32 from your paycheck.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: All right. Did you have any other questions?

Speaker speaker_1: No, ma'am. I think that's it.

Speaker speaker_0: All right. I hope you have a great day. Thank you for your time.

Speaker speaker_1: You too. Thank you. Mm-hmm. Bye-bye.