

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits and ... I'm Francesca. How can I assist you today? Uh, Francesca, I'm a new employee with Surge and I'm trying to determine if I want to sign up for the benefits or not. Is there a way that I could find out more about the price? Oh, well, one primary question I have is, uh, is there anything available for family members? Sure thing, sir. So the benefits that Surge staffing offers their employees are PPO limited plans. You're only able to put in either a spouse or children's dependence into the policy. Okay. Okay. All right, good. So how do I find out more about what's offered and how much it costs? We can either do it over the phone with you or provide you a copy of the benefit guide sent to your email. Uh, could you send me something to my email? Sure thing, sir. Just give me one moment. Let me download the benefit guide. Okay. All right. What will be the best email to send this to? JDPD2N@Gmail.com. All right. So I have JDPD2N@Gmail.com. Uh, yes, that's right. Uh, John Delta, Paul Delta. JDPD. I wasn't sure if I heard you correctly. All right. Then- I wasn't sure if I heard you correctly. Oh, that's okay. And then two, N as in Nancy@Gmail.com, right? That, that's correct. Yes. And since I do have you on the phone, you can go ahead and tell me a little bit, uh, so I imagine to cover my wife, I'd have to cover myself? Yes, sir. Okay. And for the both of us, what would the premiums be? Uh, all depends. All of these plans are sold separately. Um- Uh-huh. ... they don't have any bundle packets, so it'll be each of them individually. Uh-huh. They have their medical benefits as well split into two categories, preventative and hospital indemnity. Mm-hmm. So it all depends on which medical plan you're looking at. Dental and vision, there's only one plan offered. If you were to cover yourself and a spouse for vision, you're looking at \$4.35 per paycheck. And for dental, you're looking at \$8.02. Okay. Uh, so the information that you're sending me, so it's- it's going to tell me the plans that are available and the premiums for each one of them? Yes, sir. So that benefit guide is gonna show you each of the plans separate as well as what they will be covering you. Okay. And then underneath them, they'll advise you that it is gonna be a weekly deduction. And then- Okay. ... it'll say, for example, employee 417, employee spouse 802 and so on. Okay. All right. Well, thanks a lot. Of course. Is there anything else you can assist you with today? No, ma'am. Thank you. Uh, uh, yes. How much more longer do I have before I have to make a selection? So once you start working with Surge and receive your first paycheck, you have 30 days after that first paycheck to enroll into coverage. Okay. Okay. Have you received, um, that first paycheck yet? I have not. Understood. So you don't have to worry as of yet, but once you do receive that first paycheck from the day that that payroll started, will be when those 30 days start counting down. Okay, thanks again. Of course. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and ... I'm Francesca. How can I assist you today?

Speaker speaker_1: Uh, Francesca, I'm a new employee with Surge and I'm trying to determine if I want to sign up for the benefits or not. Is there a way that I could find out more about the price? Oh, well, one primary question I have is, uh, is there anything available for family members?

Speaker speaker_0: Sure thing, sir. So the benefits that Surge staffing offers their employees are PPO limited plans. You're only able to put in either a spouse or children's dependence into the policy.

Speaker speaker_1: Okay. Okay. All right, good. So how do I find out more about what's offered and how much it costs?

Speaker speaker_0: We can either do it over the phone with you or provide you a copy of the benefit guide sent to your email.

Speaker speaker_1: Uh, could you send me something to my email?

Speaker speaker_0: Sure thing, sir. Just give me one moment. Let me download the benefit guide.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. What will be the best email to send this to?

Speaker speaker_1: JDPD2N@Gmail.com.

Speaker speaker_0: All right. So I have JDPD2N@Gmail.com.

Speaker speaker_1: Uh, yes, that's right. Uh, John Delta, Paul Delta. JDPD. I wasn't sure if I heard you correctly.

Speaker speaker_0: All right. Then-

Speaker speaker_1: I wasn't sure if I heard you correctly.

Speaker speaker_0: Oh, that's okay. And then two, N as in Nancy@Gmail.com, right?

Speaker speaker_1: That, that's correct. Yes. And since I do have you on the phone, you can go ahead and tell me a little bit, uh, so I imagine to cover my wife, I'd have to cover myself?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. And for the both of us, what would the premiums be?

Speaker speaker_0: Uh, all depends. All of these plans are sold separately. Um-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... they don't have any bundle packets, so it'll be each of them individually.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: They have their medical benefits as well split into two categories, preventative and hospital indemnity.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it all depends on which medical plan you're looking at. Dental and vision, there's only one plan offered. If you were to cover yourself and a spouse for vision, you're looking at \$4.35 per paycheck. And for dental, you're looking at \$8.02.

Speaker speaker_1: Okay. Uh, so the information that you're sending me, so it's- it's going to tell me the plans that are available and the premiums for each one of them?

Speaker speaker_0: Yes, sir. So that benefit guide is gonna show you each of the plans separate as well as what they will be covering you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then underneath them, they'll advise you that it is gonna be a weekly deduction. And then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it'll say, for example, employee 417, employee spouse 802 and so on.

Speaker speaker_1: Okay. All right. Well, thanks a lot.

Speaker speaker_0: Of course. Is there anything else you can assist you with today?

Speaker speaker_1: No, ma'am. Thank you. Uh, uh, yes. How much more longer do I have before I have to make a selection?

Speaker speaker_0: So once you start working with Surge and receive your first paycheck, you have 30 days after that first paycheck to enroll into coverage.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Have you received, um, that first paycheck yet?

Speaker speaker_1: I have not.

Speaker speaker_0: Understood. So you don't have to worry as of yet, but once you do receive that first paycheck from the day that that payroll started, will be when those 30 days start counting down.

Speaker speaker_1: Okay, thanks again.

Speaker speaker_0: Of course.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.