

## Transcript: Francesca

**Baez-6670383276572672-4732881737302016**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0 Card. My name is Francesca. How can I assist you today? Francesca.

Mm-hmm. Yeah, what- what's the benefits? Excuse me? What are you saying... Benefits, uh, w- I just got a text message from y'all. Okay, so we didn't send that. Your staffing company did. Oh, the company did? So let's ask them to explain. Huh? Yes, your staffing company did. Okay. You're calling- Surge? Benefits 10-0 Card. Surge? Mm-hmm. Well, I said, uh, okay, well, what's the benefits? Health insurance, and so you're calling Benefits 10-0 Cards, that's the name of this company. We're the administrators for the health insurance that the staffing companies in the United States, Surge being one of them, offers. They sent you that text either because you're a new hire and you're in your personal open enrollment period. Well, they're offering you a health insurance that will be deducted from your pay stub. Well, I ain't even working. Once you start working for them, sir. Huh? Once you start working for them, sir, that paycheck- Oh, okay. ... that they provide you, that will be where they make the deductions from. Okay, all right. Did you need me to list the medical plans they're offering? Any other information in regards to those benefits? What kind of insurance? PPO Limited Insurance. Well, what's, what's the cheapest? 'Cause I think I already got insurance with the Surge Staffing Company. So there isn't anything cheapest. It all depends on what you are currently looking for. Right. All of the plans are only one, be an offer, aside from medical. Medical is the only one that they're currently offering three different plans for. Every other selection, such as dental, certain disability or vision, it is just one plan being offered. How much is the medical? There is a Medical Preventative Plan, which only covers preventative, no hospital indemnity. It is \$16.80 per paycheck. And there is two hospital indemnity only, no preventative, is the IP Standard, \$17.63, VIP Classic, \$19.53. Uh, \$16? For what, sir? Huh? Yes, sir, \$16 for what, sir? I'm sorry, I'm lost. The medical. Okay, and what would you like me to do with the price and the plan? Well, what do you mean by the price and the plan? What I mean, what? Yes, sir, I'm- Like at the hospital? ... I'm very confused right now, to my understanding- I am, too. I, I, I'm, I'm confused. So you have only stated that you would like information on the plans. Do you want further information on the preventative plan? That was my question, sir. Yes. Yeah. Yes, the further on... Yeah. Medical Preventative will not be covering hospital indemnity services. Those are your hospital visits, urgent care, emergency room or surgery. It will cover your annual physical. It will come with a free Rx for medications membership and an urgent care virtual package at the ... network. And it will cover your preventative screenings for, like, your blood pressure, iron deficiency, your counseling for a healthy diet or avoiding UV exposures from the sun, along with your preventative immunization, like influenza, tetanus or varicella, as well as your preventative generic prescriptions, such as statins and vitamins. That, that, that's the \$16 one? Yes, sir. Okay.

Yeah, I'll go that route. And when you say that, do you mean you would like to process an enrollment? Yeah, the enrollment. What are the last four of your Social? 86-64. And the last name, please? Dilley. For security purposes, please verify your mailing address and date of birth. 912 Hanceville... Oh, no. Main Street, Northeast Hanceville, Alabama, 35077. We have your best communication number as 864-913-5007. Right. Yes. Okay. And what is your date of birth? October 13th, 1968. We have your email as first and last name, 305@gmail.com. Correct. Okay. Now, Mr. Dilley, due to the fact that you are a rehire with Surge Staffing, I need to request an elect- Yeah. ... review before the system allows me to process any enrollment. So it will take roughly 24 to 48 business hours for me to be able to enroll you, in which I- Okay. ... will be emailing you about the process of enrollment. Okay. All right. Was there any information you would like me to provide you prior to letting you go? No. Well, then I hope you have a wonderful rest of your day. Looking forward to giving you a call back. All right. Thank you. Bye-bye. Bye-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 10-0 Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Francesca.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Yeah, what- what's the benefits?

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: What are you saying... Benefits, uh, w- I just got a text message from y'all.

Speaker speaker\_1: Okay, so we didn't send that. Your staffing company did.

Speaker speaker\_2: Oh, the company did?

Speaker speaker\_1: So let's ask them to explain.

Speaker speaker\_2: Huh?

Speaker speaker\_1: Yes, your staffing company did. Okay. You're calling-

Speaker speaker\_2: Surge?

Speaker speaker\_1: Benefits 10-0 Card.

Speaker speaker\_2: Surge?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Well, I said, uh, okay, well, what's the benefits?

Speaker speaker\_1: Health insurance, and so you're calling Benefits 10-0 Cards, that's the name of this company. We're the administrators for the health insurance that the staffing companies in the United States, Surge being one of them, offers. They sent you that text either because you're a new hire and you're in your personal open enrollment period. Well, they're offering you a health insurance that will be deducted from your pay stub.

Speaker speaker\_2: Well, I ain't even working.

Speaker speaker\_1: Once you start working for them, sir.

Speaker speaker\_2: Huh?

Speaker speaker\_1: Once you start working for them, sir, that paycheck-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... that they provide you, that will be where they make the deductions from.

Speaker speaker\_2: Okay, all right.

Speaker speaker\_1: Did you need me to list the medical plans they're offering? Any other information in regards to those benefits?

Speaker speaker\_2: What kind of insurance?

Speaker speaker\_1: PPO Limited Insurance.

Speaker speaker\_2: Well, what's, what's the cheapest? 'Cause I think I already got insurance with the Surge Staffing Company.

Speaker speaker\_1: So there isn't anything cheapest. It all depends on what you are currently looking for.

Speaker speaker\_2: Right.

Speaker speaker\_1: All of the plans are only one, be an offer, aside from medical. Medical is the only one that they're currently offering three different plans for. Every other selection, such as dental, certain disability or vision, it is just one plan being offered.

Speaker speaker\_2: How much is the medical?

Speaker speaker\_1: There is a Medical Preventative Plan, which only covers preventative, no hospital indemnity. It is \$16.80 per paycheck. And there is two hospital indemnity only, no preventative, is the IP Standard, \$17.63, VIP Classic, \$19.53.

Speaker speaker\_2: Uh, \$16?

Speaker speaker\_1: For what, sir?

Speaker speaker\_2: Huh?

Speaker speaker\_1: Yes, sir, \$16 for what, sir? I'm sorry, I'm lost.

Speaker speaker\_2: The medical.

Speaker speaker\_1: Okay, and what would you like me to do with the price and the plan?

Speaker speaker\_2: Well, what do you mean by the price and the plan? What I mean, what?

Speaker speaker\_1: Yes, sir, I'm-

Speaker speaker\_2: Like at the hospital?

Speaker speaker\_1: ... I'm very confused right now, to my understanding-

Speaker speaker\_2: I am, too. I, I, I'm, I'm confused.

Speaker speaker\_1: So you have only stated that you would like information on the plans. Do you want further information on the preventative plan? That was my question, sir.

Speaker speaker\_2: Yes. Yeah. Yes, the further on... Yeah.

Speaker speaker\_1: Medical Preventative will not be covering hospital indemnity services. Those are your hospital visits, urgent care, emergency room or surgery. It will cover your annual physical. It will come with a free Rx for medications membership and an urgent care virtual package at the ... network. And it will cover your preventative screenings for, like, your blood pressure, iron deficiency, your counseling for a healthy diet or avoiding UV exposures from the sun, along with your preventative immunization, like influenza, tetanus or varicella, as well as your preventative generic prescriptions, such as statins and vitamins.

Speaker speaker\_2: That, that, that's the \$16 one?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Yeah, I'll go that route.

Speaker speaker\_1: And when you say that, do you mean you would like to process an enrollment?

Speaker speaker\_2: Yeah, the enrollment.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 86-64.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Dilley.

Speaker speaker\_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker\_2: 912 Hanceville... Oh, no. Main Street, Northeast Hanceville, Alabama, 35077.

Speaker speaker\_1: We have your best communication number as 864-913-5007.

Speaker speaker\_2: Right. Yes.

Speaker speaker\_1: Okay. And what is your date of birth?

Speaker speaker\_2: October 13th, 1968.

Speaker speaker\_1: We have your email as first and last name, 305@gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Now, Mr. Dilley, due to the fact that you are a rehire with Surge Staffing, I need to request an elect-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... review before the system allows me to process any enrollment. So it will take roughly 24 to 48 business hours for me to be able to enroll you, in which I-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... will be emailing you about the process of enrollment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there any information you would like me to provide you prior to letting you go?

Speaker speaker\_2: No.

Speaker speaker\_1: Well, then I hope you have a wonderful rest of your day. Looking forward to giving you a call back.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye-bye.