

Transcript: Justin

Mills-4885741389791232-5795152396238848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, how you doing, Justin? Um, I just got a text from you guys, um, saying congratulations, um, and I'll be enrolled. I was just trying to, um, see about my information correct. Okay. Um, yeah, the text message you received was just letting you know that you would be automatically enrolled into one of their medical plans that was offered through Surge Staffing, um, so you had the option to either accept the medical plan or the option to opt out of it. However, it covers all of your preventative healthcare services like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, you stated you wanted to verify your demographic information. Is that correct? Uh, yeah, I was just trying to make sure you had my son on there as well. Okay, so you want to do employee, so, okay. Um, so Surge Staffing, what's the last four of your Social? 6485. You said 6485? Yes, sir. Okay. And what was your first and last name? Uh, Steven Sowell. Sowell, all right. And for security purposes, could you verify your home address, including city, state and zip code, Steven? 661... No, no, no. 4016 Kelter Circle, Atlanta, Georgia, 30349. And your date of birth? 4/26/88. And a good telephone number. I have a 708-855-6235? Yes, sir. And the email, I have a stevensowell426@gmail? Yes, sir. Okay, so let's see here. Um, so I do know that the auto-enrollment was for employee only. However, they do offer the employee plus child coverage at \$22.39. Ah, yeah, yeah. I- I'll go ahead and do that. Okay, no worries. Did you want to add anything else to the coverage, like dental, vision, disability, or anything like that, or no? Uh, den- yeah, dental and, um, yeah, dental, vision, and... Nah, no, no disability. Okay. Let's see, 'cause I do know that Surge, they do offer other things like group accident. Um, critical illness, that's for employee only. Term life, which is life insurance. Uh, other medical plans that cover hospitals, doctors and medications. Free Rx, which pretty much gives out free or discounted prescription coverage. Um, and then that's pretty much it of what they offer. All right. Yes, sir. Yeah, I'm just gonna go for the, um, you know, for the regular dental, vision. Okay. All right. And what was the... Yeah, yeah. Okay, so the MEC, TeleRx, vision, and dental all for employee plus child, correct? Yes, sir. Okay, so doing those three would make your total deductions \$38.34 a week. Do you authorize Surge Staffing to make the deduction for you? Yes, sir. Okay, so let me go ahead and save that. Let me add your dependent information down real quick. What's your child's first name? Uh, he is, uh... He got the same name as me. Steven Sowell. Steven Lamont Sowell Jr. Will you spell the middle name for me? L-A-M-O-N-T. Okay. So I'll use a junior. And do you have his Social by any chance? Uh, yeah, I gotta look for it. I got it, though. Um, uh, let's see. Uh... I know I got, I seen it. I just got it in my pictures. I gotta show up and find it. Hold on. Uh. Three... Yeah, yeah, yeah, I got it, I got it. You ready? Yes, sir. It's, um, 588-48-1674. And just to confirm, 588-48-1674? Yes, sir.

Okay, and his date of birth? Uh, December the 3rd, 2019. Okay. Okay, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$38.34 come off your paycheck, your coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Steven, is there anything else I can help you out with today? And, uh, no, sir, that'd be it. I wanna say thank you. You're welcome. You have a great day, okay? All right, same with you. Thank you. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, how you doing, Justin? Um, I just got a text from you guys, um, saying congratulations, um, and I'll be enrolled. I was just trying to, um, see about my information correct.

Speaker speaker_1: Okay. Um, yeah, the text message you received was just letting you know that you would be automatically enrolled into one of their medical plans that was offered through Surge Staffing, um, so you had the option to either accept the medical plan or the option to opt out of it. However, it covers all of your preventative healthcare services like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, you stated you wanted to verify your demographic information. Is that correct?

Speaker speaker_2: Uh, yeah, I was just trying to make sure you had my son on there as well.

Speaker speaker_1: Okay, so you want to do employee, so, okay. Um, so Surge Staffing, what's the last four of your Social?

Speaker speaker_2: 6485.

Speaker speaker_1: You said 6485?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And what was your first and last name?

Speaker speaker_2: Uh, Steven Sowell.

Speaker speaker_1: Sowell, all right. And for security purposes, could you verify your home address, including city, state and zip code, Steven?

Speaker speaker_2: 661... No, no, no. 4016 Kelter Circle, Atlanta, Georgia, 30349.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 4/26/'88.

Speaker speaker_1: And a good telephone number. I have a 708-855-6235?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email, I have a stevensowell426@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. Um, so I do know that the auto-enrollment was for employee only. However, they do offer the employee plus child coverage at \$22.39.

Speaker speaker_2: Ah, yeah, yeah. I- I'll go ahead and do that.

Speaker speaker_1: Okay, no worries. Did you want to add anything else to the coverage, like dental, vision, disability, or anything like that, or no?

Speaker speaker_2: Uh, den- yeah, dental and, um, yeah, dental, vision, and... Nah, no, no disability.

Speaker speaker_1: Okay. Let's see, 'cause I do know that Surge, they do offer other things like group accident. Um, critical illness, that's for employee only. Term life, which is life insurance. Uh, other medical plans that cover hospitals, doctors and medications. Free Rx, which pretty much gives out free or discounted prescription coverage. Um, and then that's pretty much it of what they offer.

Speaker speaker_2: All right. Yes, sir. Yeah, I'm just gonna go for the, um, you know, for the regular dental, vision.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: And what was the... Yeah, yeah.

Speaker speaker_1: Okay, so the MEC, TeleRx, vision, and dental all for employee plus child, correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so doing those three would make your total deductions \$38.34 a week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let me go ahead and save that. Let me add your dependent information down real quick. What's your child's first name?

Speaker speaker_2: Uh, he is, uh... He got the same name as me. Steven Sowell. Steven Lamont Sowell Jr.

Speaker speaker_1: Will you spell the middle name for me?

Speaker speaker_2: L-A-M-O-N-T.

Speaker speaker_1: Okay. So I'll use a junior. And do you have his Social by any chance?

Speaker speaker_2: Uh, yeah, I gotta look for it. I got it, though. Um, uh, let's see. Uh... I know I got, I seen it. I just got it in my pictures. I gotta show up and find it. Hold on. Uh. Three... Yeah, yeah, yeah, I got it, I got it. You ready?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: It's, um, 588-48-1674.

Speaker speaker_1: And just to confirm, 588-48-1674?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, and his date of birth?

Speaker speaker_2: Uh, December the 3rd, 2019.

Speaker speaker_1: Okay. Okay, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$38.34 come off your paycheck, your coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Steven, is there anything else I can help you out with today?

Speaker speaker_2: And, uh, no, sir, that'd be it. I wanna say thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right, same with you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right.