

## Transcript: Justin

**Mills-5024899113369600-5492848819388416**

### 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, Justin. My name is William George. Uh, I called last week about seeing, uh... enrolling in insurance. Um, but the lady I spoke to had to call in, you know, um, make sure I was still eligible, and I got a voicemail saying that I was. Okay. Um, what's this, a Surge Staffing, you said? Yes, sir. Okay, what's the last four of your Social Security so I can pull your file for you? 5686. And for security purposes, can you verify the home address, including city, state and zip code, William? Yes. It's 65 Moody Chapel Road, Altoona, Alabama 35952. And your date of birth? I'm sorry about that. Excuse me. Uh, um, 11/20/95. And a good telephone number I have is 237-4187? Yes. And the email I have is william.812.george@gmail? Yes, sir. Okay, so let's see here. William.812.george? Yes, sir. Okay, yeah. Mm-hmm. Um, now did you have an idea of what you wanted to be enrolled into through Surge Staffing, or no? Well, I kind of looked over the plans. The lady I spoke with last week, she told me a website that I can go to. Um, but I know when it comes to dental, I'm wanting the best, uh, plan that I can get. Uh, and medical, you know, it don't exactly have to be the best, but I don't want the lowest plan either. Okay. Um- And I'm also wanting vision. Okay. Well, I do know that there's only one dental and one vision plan offered through Surge Staffing. Uh, dental's \$4.17, while vision is \$2.15. However, medical plan-wise, um, they offer three of them. Um, the MEC, which is... covers preventative healthcare services, like physicals, diabetes screenings, vaccinations, stuff like that, \$16.80 per week. And then two other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things, but those range from \$17.63 to \$19.53 for employee only. Okay. Um, so the \$17 covers, like, hospital fees and stuff like that, too? Correct. The VIP Standard covers hospitals, doctors and medications. Yes, sir. Okay, that's the one I want. My mind... But what's the \$19 one, what's the... You said the difference is the amount that they cover? Correct. Well, mine... I wanna go with the 19, man. Okay, so the VIP Classic, as well as dental and vision? Yes. Okay. Anything else? Uh, y'all don't do long-term or short-term, do you? Uh, they offer short-term disability at \$4.61 a week. The short-term, it's like a minor injury? Yeah. So say, for example, you get hurt on the job, um, and you have to take time not of work, so you do have some sort of income coming in, yes, sir. Okay. The- I need that hat. I'm sorry, you keep breaking in and out. So what was that? You need that hat. You said \$4? Uh, I'm sorry, sir. Hang on one second. Hey, go on, Daddy's on the phone. My, my toy. I'll get it for you in a minute. Go, son. Close the door. Okay, um, you said the short-term is \$4... And 61 cents a week, yes, sir. Okay, let's go ahead and do that as well. Okay. Anything else? That's... Is there, is there more that y'all offer? Um, they do offer other things like free RX, which gives out free or discounted prescription coverage at \$5.99 a week.

They do offer term life, which is life insurance at \$1.07 per week, critical illness, um, group accident, and behavioral health. What does the life insurance cover? Um, let's see. So the term life, uh, is up to, for employees up to age 64. The benefit amount is \$10,000. How much? 10,000. And you said it's only a dollar... Did you say 97? Seven cents per week, \$1.07. Let's go ahead and add that as well. Okay, so the VIP Classic, dental, disability, term life and vision, all for employee only. Anything else? No, sir. I think that'll be all. Okay. So doing all of those would make your total deductions \$31.53 a week. Do you authorize Surge Staffing to make the deduction for you? Yes, sir. Okay. And who do you want to put down as your beneficiary for the term life? Uh, it'd be my wife. Okay. And her first and last name? Courtney Fenley. All right. Okay. So I do wanna let you know that this- Fenley. Hmm? Fenley is F-E-N-L-E-Y. Fenley, F-N... One more time, I'm sorry. Uh, F-E-N-L-E-Y. L-E-Y. Okay. Um, so I do wanna 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 \$31.53 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, William, is there anything else I could help you out with today? No, sir. That'll be all. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right? You too. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. My name is William George. Uh, I called last week about seeing, uh... enrolling in insurance. Um, but the lady I spoke to had to call in, you know, um, make sure I was still eligible, and I got a voicemail saying that I was.

Speaker speaker\_1: Okay. Um, what's this, a Surge Staffing, you said?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, what's the last four of your Social Security so I can pull your file for you?

Speaker speaker\_2: 5686.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, William?

Speaker speaker\_2: Yes. It's 65 Moody Chapel Road, Altoona, Alabama 35952.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: I'm sorry about that. Excuse me. Uh, um, 11/20/95.

Speaker speaker\_1: And a good telephone number I have is 237-4187?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is william.812.george@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, so let's see here.

Speaker speaker\_2: William.812.george?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, yeah.

Speaker speaker\_1: Mm-hmm. Um, now did you have an idea of what you wanted to be enrolled into through Surge Staffing, or no?

Speaker speaker\_2: Well, I kind of looked over the plans. The lady I spoke with last week, she told me a website that I can go to. Um, but I know when it comes to dental, I'm wanting the best, uh, plan that I can get. Uh, and medical, you know, it don't exactly have to be the best, but I don't want the lowest plan either.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: And I'm also wanting vision.

Speaker speaker\_1: Okay. Well, I do know that there's only one dental and one vision plan offered through Surge Staffing. Uh, dental's \$4.17, while vision is \$2.15. However, medical plan-wise, um, they offer three of them. Um, the MEC, which is... covers preventative healthcare services, like physicals, diabetes screenings, vaccinations, stuff like that, \$16.80 per week. And then two other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things, but those range from \$17.63 to \$19.53 for employee only.

Speaker speaker\_2: Okay. Um, so the \$17 covers, like, hospital fees and stuff like that, too?

Speaker speaker\_1: Correct. The VIP Standard covers hospitals, doctors and medications. Yes, sir.

Speaker speaker\_2: Okay, that's the one I want. My mind... But what's the \$19 one, what's the... You said the difference is the amount that they cover?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Well, mine... I wanna go with the 19, man.

Speaker speaker\_1: Okay, so the VIP Classic, as well as dental and vision?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: Uh, y'all don't do long-term or short-term, do you?

Speaker speaker\_1: Uh, they offer short-term disability at \$4.61 a week.

Speaker speaker\_2: The short-term, it's like a minor injury?

Speaker speaker\_1: Yeah. So say, for example, you get hurt on the job, um, and you have to take time not of work, so you do have some sort of income coming in, yes, sir.

Speaker speaker\_2: Okay. The-

Speaker speaker\_3: I need that hat.

Speaker speaker\_1: I'm sorry, you keep breaking in and out. So what was that?

Speaker speaker\_3: You need that hat.

Speaker speaker\_2: You said \$4? Uh, I'm sorry, sir. Hang on one second. Hey, go on, Daddy's on the phone.

Speaker speaker\_3: My, my toy.

Speaker speaker\_2: I'll get it for you in a minute. Go, son. Close the door. Okay, um, you said the short-term is \$4...

Speaker speaker\_1: And 61 cents a week, yes, sir.

Speaker speaker\_2: Okay, let's go ahead and do that as well.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: That's... Is there, is there more that y'all offer?

Speaker speaker\_1: Um, they do offer other things like free RX, which gives out free or discounted prescription coverage at \$5.99 a week. They do offer term life, which is life insurance at \$1.07 per week, critical illness, um, group accident, and behavioral health.

Speaker speaker\_2: What does the life insurance cover?

Speaker speaker\_1: Um, let's see. So the term life, uh, is up to, for employees up to age 64. The benefit amount is \$10,000.

Speaker speaker\_2: How much?

Speaker speaker\_1: 10,000.

Speaker speaker\_2: And you said it's only a dollar... Did you say 97?

Speaker speaker\_1: Seven cents per week, \$1.07.

Speaker speaker\_2: Let's go ahead and add that as well.

Speaker speaker\_1: Okay, so the VIP Classic, dental, disability, term life and vision, all for employee only. Anything else?

Speaker speaker\_2: No, sir. I think that'll be all.

Speaker speaker\_1: Okay. So doing all of those would make your total deductions \$31.53 a week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. And who do you want to put down as your beneficiary for the term life?

Speaker speaker\_2: Uh, it'd be my wife.

Speaker speaker\_1: Okay. And her first and last name?

Speaker speaker\_2: Courtney Fenley.

Speaker speaker\_1: All right. Okay. So I do wanna let you know that this-

Speaker speaker\_2: Fenley.

Speaker speaker\_1: Hmm?

Speaker speaker\_2: Fenley is F-E-N-L-E-Y.

Speaker speaker\_1: Fenley, F-N... One more time, I'm sorry.

Speaker speaker\_2: Uh, F-E-N-L-E-Y.

Speaker speaker\_1: L-E-Y. Okay. Um, so I do wanna 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 \$31.53 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, William, is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. That'll be all.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right?

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.