

Transcript: Justin

Mills-5752506982514688-4599450198786048

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, I just finished my application for Surge. Surge Staffing. Okay. So you finished your application with Surge? Okay. Yeah. Yeah, what I was trying to see what's next step. They told me to call back. Okay. Did you want to accept th- their auto enrollment or did you want to opt out of their benefits? Uh, can I decide on that later? Yeah. Well, I do know you have 30 days from your first paycheck with Surge Staffing to make that final decision, okay? Mm-hmm. All right. I really can't. Well- I... I really can decline it. I can decline. Yeah, but... Okay. Um, so you stated you just applied with them, correct? Yeah. Okay, so in order for me to create a file on our system to opt you out of their benefits, I need your full social. All right. You ready? Yes, sir. 67214898. And your first and last name? Tyrance Hightower. Can you spell your first name for me? T-Y-R-A-N-C-E. And your last name was Hightower? Yes, sir. Okay. And your home address, including city, state and zip code? 2734 Mint Green Lane, Macon, Georgia 31206. Macon, Georgia 31206. And your date of birth? 31206. You said my, um, date of birth? Correct. 02/12/2002. And a good telephone number has 478-242-9841. Yeah. Can I change that? Yeah. What's a good telephone number for you? All right. 478-336-6557. And just to confirm, 478-336-6557? No, 65... Yeah, you're right. Correct. Okay. And your email? Tyrance Hightower over at gmail.com. Did you get that number right? I think you said 6597. 65- Yeah, 657. Hey, what was the- 336... 478-336-6557. That was 6657, correct? Yes. Okay. And what was the email one more time? tyrancehightower01@gmail... gmail.com. At gmail, okay. So I'll go ahead and opt you out. Uh, is there anything else I could assist you with today? Uh, can I talk to someone on... with, uh, staffing? Surge staffing? Um, so we only deal with our health insurance through Surge Staffing here at Benefits and a Card. Um, but I would just go on Google and type in "local Surge branch near me." Yeah. And it should pull up their, uh, telephone number for you. All right. Appreciate it. You're welcome. You have a great day, okay? Hold on. Yes, sir. Can you tell me a little bit more about the benefits? I just want to know a little bit more. Um, yeah. So, um, I do know that the automatic enrollment that they do is the MEC-TeleRX which covers all of your preventative healthcare services like your physicals, diabetes screenings, vaccinations, stuff like that. Yeah. Um, it's \$16.80 per week. Um, they do offer other medical plans which do cover hospitals, doctors and medications that range from \$17.63 to \$19.53. Um, they do offer other things like FreeRx which gives out free or discounted prescription coverage, um, dental, short-term disability, TermLife which is life insurance, vision, critical illness, group accident and behavior health. Uh, okay. Appreciate it. You're welcome. You have a great day, okay? All right. You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, I just finished my application for Surge. Surge Staffing.

Speaker speaker_0: Okay. So you finished your application with Surge? Okay.

Speaker speaker_1: Yeah. Yeah, what I was trying to see what's next step. They told me to call back.

Speaker speaker_0: Okay. Did you want to accept th- their auto enrollment or did you want to opt out of their benefits?

Speaker speaker_1: Uh, can I decide on that later?

Speaker speaker_0: Yeah. Well, I do know you have 30 days from your first paycheck with Surge Staffing to make that final decision, okay?

Speaker speaker_1: Mm-hmm. All right. I really can't.

Speaker speaker_0: Well-

Speaker speaker_1: I... I really can decline it. I can decline.

Speaker speaker_0: Yeah, but... Okay. Um, so you stated you just applied with them, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so in order for me to create a file on our system to opt you out of their benefits, I need your full social.

Speaker speaker_1: All right. You ready?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 67214898.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tyrance Hightower.

Speaker speaker_0: Can you spell your first name for me?

Speaker speaker_1: T-Y-R-A-N-C-E.

Speaker speaker_0: And your last name was Hightower?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. And your home address, including city, state and zip code?

Speaker speaker_1: 2734 Mint Green Lane, Macon, Georgia 31206.

Speaker speaker_0: Macon, Georgia 31206. And your date of birth?

Speaker speaker_1: 31206. You said my, um, date of birth?

Speaker speaker_0: Correct.

Speaker speaker_1: 02/12/2002.

Speaker speaker_0: And a good telephone number has 478-242-9841. Yeah. Can I change that? Yeah. What's a good telephone number for you?

Speaker speaker_1: All right. 478-336-6557.

Speaker speaker_0: And just to confirm, 478-336-6557?

Speaker speaker_1: No, 65... Yeah, you're right. Correct.

Speaker speaker_0: Okay. And your email?

Speaker speaker_1: Tyrance Hightower over at gmail.com. Did you get that number right? I think you said 6597. 65-

Speaker speaker_0: Yeah, 657. Hey, what was the-

Speaker speaker_1: 336... 478-336-6557.

Speaker speaker_0: That was 6657, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what was the email one more time?

Speaker speaker_1: tyrancehightower01@gmail... gmail.com.

Speaker speaker_0: At gmail, okay. So I'll go ahead and opt you out. Uh, is there anything else I could assist you with today?

Speaker speaker_1: Uh, can I talk to someone on... with, uh, staffing? Surge staffing?

Speaker speaker_0: Um, so we only deal with our health insurance through Surge Staffing here at Benefits and a Card. Um, but I would just go on Google and type in "local Surge branch near me."

Speaker speaker_1: Yeah.

Speaker speaker_0: And it should pull up their, uh, telephone number for you.

Speaker speaker_1: All right. Appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Hold on.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Can you tell me a little bit more about the benefits? I just want to know a little bit more.

Speaker speaker_0: Um, yeah. So, um, I do know that the automatic enrollment that they do is the MEC-TeleRX which covers all of your preventative healthcare services like your physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, it's \$16.80 per week. Um, they do offer other medical plans which do cover hospitals, doctors and medications that range from \$17.63 to \$19.53. Um, they do offer other things like FreeRx which gives out free or discounted prescription coverage, um, dental, short-term disability, TermLife which is life insurance, vision, critical illness, group accident and behavior health.

Speaker speaker_1: Uh, okay. Appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.