

## Transcript: Justin

**Mills-6030268476899328-6437870469857280**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Um, I was sent this number to, um, set up some benefits. Okay. What's the staffing agency you work for? Um, Surge... I'm not, I'm not sure exactly. Uh, it's Surge Staffing, I think. And the last four of your Social? 6327. And what was your first and last name? Jasmine Borden. Jasmine. Let's see here. And for security purposes, can you verify the home address, including city, state and zip code, Jasmine? Yes. It's 303 West Pasadena Avenue, Muscle Shoals, Alabama 35661. And confirm your date of birth? 12/05/'96. And a good telephone number have is 256-710-8964. Yes. And the email has jboard96 at Yahoo? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Um, right now, I think just, um, medical and vision. Okay, so just medical and vision for employee only? Um, well, I was wondering if I could get, uh, my husband and my child on there as well. Okay, so employee plus family coverage. Yeah. Let's see here. 'Cause I do know that Surge Staffing, they do offer three medical plans. Um, one of them just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Mm-hmm. That's \$26.73. While two other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. Mm-hmm. The only major difference between the Standard and the Classic is how much the insurance carrier pays for things. However, those range from \$46.23 to \$52.09 for employee plus family. Okay. Um, I think... I think the, the last one that you said would probably be better. So the VIP Classic? Yeah. Okay, so medical and vision for employee plus family. Anything else? Um, no, I think that's it. Okay, so doing those two would make your total deductions \$59.71 per week. Do you authorize Surge Staffing to make that deduction for you? Um, yeah, that's, that's fine. All right. so you- But you said... I'm sorry, could you say it one m- how much it is one more time? Uh, \$59.71. And you said that's per week? Correct. Okay. Um, if I, if I decide later on to change it, would I be able to do that? Uh, no, I do know that you can downgrade to the VIP Standard, um, or you can cancel, um, but you couldn't upgrade 'cause that, that is technically the highest tier that's offered through Surge. Okay. Um, d- I'm sorry. Could you tell me how much it would cost for the downgrade? Um, so the VIP Standard for employee plus family is \$46.23. Um, so doing that plus vision would be \$53.85. Okay. Well, that's not much of a difference then, I guess. So I guess the, the other one is fine. I'll just go ahead and add your dependent information. What's your spouse's first name? Garrett. G-A-R-R-E-T-T. Same last name? Yes. Okay. And do you have a Social? Um, yes. It is 345... Um, no, I'm sorry. It, it's, it's 424-35-1906. And just to confirm, 424-35-1906? Yes. And his date of birth? 10/10/'90. 10/90. Okay. And then the child's? Um, his name is Landon Borden. Okay. Um, and his Social? Um, give me just one second. It's 345-97-3766. And just to confirm that, 345-97-3766? Yes. Okay. And his date of birth? 3/17/'21. 2021. Okay. Other child, uh- Uh, no, it's just, just the one. All

right. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then ready to witness your first payroll deduction of the \$59.71 come off your paycheck. Coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10- Okay. ... business days, you'll receive all of your policy and ID card information in the mail. Other than that, Jasmine, is there anything else I could help you out with today? Uh, no, that is all. Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful weekend. Okay? Thank you. You do the same. Thank you. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Um, I was sent this number to, um, set up some benefits.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Um, Surge... I'm not, I'm not sure exactly. Uh, it's Surge Staffing, I think.

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

Speaker speaker\_2: 6327.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Jasmine Borden.

Speaker speaker\_1: Jasmine. Let's see here. And for security purposes, can you verify the home address, including city, state and zip code, Jasmine?

Speaker speaker\_2: Yes. It's 303 West Pasadena Avenue, Muscle Shoals, Alabama 35661.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 12/05/'96.

Speaker speaker\_1: And a good telephone number have is 256-710-8964.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email has jboard96 at Yahoo?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker\_2: Um, right now, I think just, um, medical and vision.

Speaker speaker\_1: Okay, so just medical and vision for employee only?

Speaker speaker\_2: Um, well, I was wondering if I could get, uh, my husband and my child on there as well.

Speaker speaker\_1: Okay, so employee plus family coverage.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let's see here. 'Cause I do know that Surge Staffing, they do offer three medical plans. Um, one of them just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: That's \$26.73. While two other medical plans, the VIP plans, those actually cover hospitals, doctors and medications.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The only major difference between the Standard and the Classic is how much the insurance carrier pays for things. However, those range from \$46.23 to \$52.09 for employee plus family.

Speaker speaker\_2: Okay. Um, I think... I think the, the last one that you said would probably be better.

Speaker speaker\_1: So the VIP Classic?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so medical and vision for employee plus family. Anything else?

Speaker speaker\_2: Um, no, I think that's it.

Speaker speaker\_1: Okay, so doing those two would make your total deductions \$59.71 per week. Do you authorize Surge Staffing to make that deduction for you?

Speaker speaker\_2: Um, yeah, that's, that's fine.

Speaker speaker\_1: All right. so you-

Speaker speaker\_2: But you said... I'm sorry, could you say it one m- how much it is one more time?

Speaker speaker\_1: Uh, \$59.71.

Speaker speaker\_2: And you said that's per week?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Um, if I, if I decide later on to change it, would I be able to do that?

Speaker speaker\_1: Uh, no, I do know that you can downgrade to the VIP Standard, um, or you can cancel, um, but you couldn't upgrade 'cause that, that is technically the highest tier that's offered through Surge.

Speaker speaker\_2: Okay. Um, d- I'm sorry. Could you tell me how much it would cost for the downgrade?

Speaker speaker\_1: Um, so the VIP Standard for employee plus family is \$46.23. Um, so doing that plus vision would be \$53.85.

Speaker speaker\_2: Okay. Well, that's not much of a difference then, I guess. So I guess the, the other one is fine.

Speaker speaker\_1: I'll just go ahead and add your dependent information. What's your spouse's first name?

Speaker speaker\_2: Garrett. G-A-R-R-E-T-T.

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And do you have a Social?

Speaker speaker\_2: Um, yes. It is 345... Um, no, I'm sorry. It, it's, it's 424-35-1906.

Speaker speaker\_1: And just to confirm, 424-35-1906?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And his date of birth?

Speaker speaker\_2: 10/10/'90.

Speaker speaker\_1: 10/90. Okay. And then the child's?

Speaker speaker\_2: Um, his name is Landon Borden.

Speaker speaker\_1: Okay. Um, and his Social?

Speaker speaker\_2: Um, give me just one second. It's 345-97-3766.

Speaker speaker\_1: And just to confirm that, 345-97-3766?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And his date of birth?

Speaker speaker\_2: 3/17/'21.

Speaker speaker\_1: 2021. Okay. Other child, uh-

Speaker speaker\_2: Uh, no, it's just, just the one.

Speaker speaker\_1: All right. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then ready to witness your first payroll deduction of the \$59.71 come off your paycheck. Coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... business days, you'll receive all of your policy and ID card information in the mail. Other than that, Jasmine, is there anything else I could help you out with today?

Speaker speaker\_2: Uh, no, that is all.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful weekend. Okay?

Speaker speaker\_2: Thank you. You do the same.

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