

## Transcript: Justin

**Mills-6149911467835392-4574423746134016**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? How you doing, sir? Doing pretty well. And yourself? I'm trying to see, am, am I enrolled with y'all insurance? What's the staffing agency you work for? Surge. And the last four of your social? 7498. You said 7498? Yes. And your first and last name? LaMarcus Moore. And for security purposes, could you verify your home address, including city, state and zip code, LaMarcus? 220 Hudson Street, here in Greeneville, Alabama, zip code 36037. And your date of birth? 07/04/'89. And a good telephone number I have is 334-662-8296. Who? 334-662-8296 is a good telephone number for you, or no? No. 334-665-4444. Just to confirm, 334-665-4444? 665... 334-665-4444. And the email I have is LaMarcusMoore@yahoo.com? Yes. Okay, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled. Well, can I enroll? Yes. How much would it cost? Um, so they have medical plans that range from \$16.80 to \$19.53. Um- Is there a cost, sir? ... other things that range from \$5.99 to... Well, there's multiple things, actually. I, um, did you receive a- Uh-huh. ... benefit guide through Surge by any chance, or no? Say what now? I said, d- did you receive a benefit guide through Surge Staffing by any chance, or no? Uh, no. Okay, so I'll go ahead and email you a copy of one, just so you have it. And that, 'cause that- Okay. ... explains what's covered, what's not covered, stuff like that. Um- Yeah. ... do you mind if I place you on a brief hold while I do that? Yes. Hello. Are you still there? Yes, I'm still here. What's up? Awesome. Thank you so much for holding. I went ahead and emailed a copy of a benefit guide to the email that was on file. Email- Uh-huh. ... you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Uh-huh. Okay. Um, yes. So that's everything that's offered through Surge Staffing. Um, did you have an idea of what you wanted to be enrolled into, or, or no? So how much is, like, a whole family all insurance plan? Like, how much is that? Like, \$19? Um, so the plans I listed off earlier were for employee only. However- Uh-huh. ... for employee plus family, the medical plans range from \$26.73 to \$52.09 per week. So I just wanna do st- I just wanna do myself right now. I want to put the insurance on myself for, like, uh, like, a \$16 maybe. That's the light insurance for like, on myself, for like, \$16. Okay, so the MEC-TeleRx is \$16.80. However, it covers preventative healthcare services only. So, like- Uh-huh. Hello? I'm still here. So you gonna enroll me in that one right there? No, sir. I'm asking you if that's what you wanted. I really can't enroll you unless you wanted it. Oh, well, hold on. Give me the best one. So the \$19 is the best one, right? That's actually the right- The highest tier. The highest- Uh-huh. ... tier that's offered, yes, sir. That covers hospitals, doctors, and medications at \$19.53 a week. Yeah. So I'll take that one, the \$19 one. Okay. So the VIP Classic, anything else? Uh, that'd be all. Okay, so doing that one would make your total deductions \$19.53 a week. We authorize Surge Staffing to make the deduction for you. Is,

um... I gotta ask Surge Staffing to make the, um, the transaction for me? No, sir. I'm asking you do you give verbal consent for Surge Staffing to deduct that \$19.53 a week off your paycheck? Yes, yes. Yes, yes, I do. Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. And whenever you witness your first deduction of the \$19.53 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Okay. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that- Okay, sir. ... LaMarcus, is there anything else I could help you out with today? No, sir. That'd be all. So everything... So everything going through the system, everything covered in there? That's all? Correct. Yes, sir. Okay. That's all I need. So So that'll be coming out next week checked, a little \$20 for my insurance? One to two weeks for a pending enrollment process. What- Yes, sir. Okay, that's terrific. I need a little insurance on me. Okay, that's great. Is there anything else I could help you out with today? No, sir. That'll be all. Uh, go have a great day. And happy New Year, if anybody wish you a happy New Year. Happy New Year to you, too. Bye-bye. Yes, sir. Stay warm. And, um, take it easy. Be safe. Will do, sir. You as well. All right. Bye then. Okay, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: How you doing, sir?

Speaker speaker\_1: Doing pretty well. And yourself?

Speaker speaker\_2: I'm trying to see, am, am I enrolled with y'all insurance?

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

Speaker speaker\_2: Surge.

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

Speaker speaker\_2: 7498.

Speaker speaker\_1: You said 7498?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: LaMarcus Moore.

Speaker speaker\_1: And for security purposes, could you verify your home address, including city, state and zip code, LaMarcus?

Speaker speaker\_2: 220 Hudson Street, here in Greeneville, Alabama, zip code 36037.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 07/04/'89.

Speaker speaker\_1: And a good telephone number I have is 334-662-8296.

Speaker speaker\_2: Who?

Speaker speaker\_1: 334-662-8296 is a good telephone number for you, or no?

Speaker speaker\_2: No. 334-665-4444.

Speaker speaker\_1: Just to confirm, 334-665-4444?

Speaker speaker\_2: 665... 334-665-4444.

Speaker speaker\_1: And the email I have is LaMarcusMoore@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled.

Speaker speaker\_2: Well, can I enroll?

Speaker speaker\_1: Yes.

Speaker speaker\_2: How much would it cost?

Speaker speaker\_1: Um, so they have medical plans that range from \$16.80 to \$19.53. Um-

Speaker speaker\_2: Is there a cost, sir?

Speaker speaker\_1: ... other things that range from \$5.99 to... Well, there's multiple things, actually. I, um, did you receive a-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... benefit guide through Surge by any chance, or no?

Speaker speaker\_2: Say what now?

Speaker speaker\_1: I said, d- did you receive a benefit guide through Surge Staffing by any chance, or no?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: Okay, so I'll go ahead and email you a copy of one, just so you have it. And that, 'cause that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... explains what's covered, what's not covered, stuff like that. Um-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... do you mind if I place you on a brief hold while I do that?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Hello. Are you still there?

Speaker speaker\_2: Yes, I'm still here. What's up?

Speaker speaker\_0: Awesome. Thank you so much for holding. I went ahead and emailed a copy of a benefit guide to the email that was on file. Email-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: Okay. Um, yes. So that's everything that's offered through Surge Staffing. Um, did you have an idea of what you wanted to be enrolled into, or, or no?

Speaker speaker\_2: So how much is, like, a whole family all insurance plan? Like, how much is that? Like, \$19?

Speaker speaker\_0: Um, so the plans I listed off earlier were for employee only. However-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... for employee plus family, the medical plans range from \$26.73 to \$52.09 per week.

Speaker speaker\_2: So I just wanna do st- I just wanna do myself right now. I want to put the insurance on myself for, like, uh, like, a \$16 maybe. That's the light insurance for like, on myself, for like, \$16.

Speaker speaker\_0: Okay, so the MEC-TeleRx is \$16.80. However, it covers preventative healthcare services only. So, like-

Speaker speaker\_2: Uh-huh. Hello?

Speaker speaker\_0: I'm still here.

Speaker speaker\_2: So you gonna enroll me in that one right there?

Speaker speaker\_0: No, sir. I'm asking you if that's what you wanted. I really can't enroll you unless you wanted it.

Speaker speaker\_2: Oh, well, hold on. Give me the best one. So the \$19 is the best one, right? That's actually the right-

Speaker speaker\_0: The highest tier. The highest-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... tier that's offered, yes, sir. That covers hospitals, doctors, and medications at \$19.53 a week.

Speaker speaker\_2: Yeah. So I'll take that one, the \$19 one.

Speaker speaker\_0: Okay. So the VIP Classic, anything else?

Speaker speaker\_2: Uh, that'd be all.

Speaker speaker\_0: Okay, so doing that one would make your total deductions \$19.53 a week. We authorize Surge Staffing to make the deduction for you.

Speaker speaker\_2: Is, um... I gotta ask Surge Staffing to make the, um, the transaction for me?

Speaker speaker\_0: No, sir. I'm asking you do you give verbal consent for Surge Staffing to deduct that \$19.53 a week off your paycheck?

Speaker speaker\_2: Yes, yes. Yes, yes, I do. Yes.

Speaker speaker\_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. And whenever you witness your first deduction of the \$19.53 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that-

Speaker speaker\_2: Okay, sir.

Speaker speaker\_1: ... LaMarcus, is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. That'd be all. So everything... So everything going through the system, everything covered in there? That's all?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_2: Okay. That's all I need. So So that'll be coming out next week checked, a little \$20 for my insurance?

Speaker speaker\_0: One to two weeks for a pending enrollment process.

Speaker speaker\_2: What-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: Okay, that's terrific. I need a little insurance on me. Okay, that's great.

Speaker speaker\_1: Is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. That'll be all. Uh, go have a great day. And happy New Year, if anybody wish you a happy New Year.

Speaker speaker\_1: Happy New Year to you, too. Bye-bye.

Speaker speaker\_2: Yes, sir. Stay warm. And, um, take it easy. Be safe.

Speaker speaker\_1: Will do, sir. You as well.

Speaker speaker\_2: All right. Bye then.

Speaker speaker\_1: Okay, bye-bye.

Speaker speaker\_2: Bye-bye.