

Transcript: Justin

Mills-6397649524047872-6357633380859904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, sir. I'm trying to sign up for my benefits through my, uh, company I work for. Okay. What's that staffing agency you work for? Uh, Surge Staffing. Yay. Yay. And the last four of your Social? 0541. Okay. And what was your first and last name? Uh, Justice Barfield. J-U-S-T-I-C-E-B-A-R-F-I-E-L-D. And for security purposes, can you verify the home address, including city, state and ZIP code, Justice? Yes, sir. That is 52203 Sir Charles Court in Brandon, Mississippi 39042. And your date of birth? 12/31/1994. And a good telephone number to have is 469-435-7048. Yes, sir. And the email I have is justicebarfield@gmail. Yes, sir. Okay. Now, did you have an idea of what you wanted to be enrolled into through Surge, or no? Um, medical and dental. For employee only? Yes, sir. Okay. Um, so which medical plan did you want? 'Cause they offer three of 'em. Um, one of 'em just covers preventative healthcare services at \$16.80. And then two of 'em cover hospitals, doctors and medications ranging from \$17.63 to \$19.53. Um, the... Is the one for \$19 just everything? That covers hospitals, doctors and medications. Okay. Yeah, tha- that's fine. Okay. So the VIP Classic and Dental all for employee only. Anything else? That's f- Okay. So doing those two would make your total deductions \$23.70 a week. Do you authorize Surge Staffing to make that deduction for you? Yes, sir. Okay. Um, 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 that first payroll deduction of the \$23.70 come off your paycheck, 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. But other than that, Justice, is there anything else I can help you out with today? No, sir. That's all. Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day. Okay? Yes, sir. Thank you. You're welcome. 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 Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yes, sir. I'm trying to sign up for my benefits through my, uh, company I work for.

Speaker speaker_1: Okay. What's that staffing agency you work for?

Speaker speaker_2: Uh, Surge Staffing.

Speaker speaker_3: Yay. Yay.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0541.

Speaker speaker_4: Okay.

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

Speaker speaker_2: Uh, Justice Barfield. J-U-S-T-I-C-E-B-A-R-F-I-E-L-D.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and ZIP code, Justice?

Speaker speaker_2: Yes, sir. That is 52203 Sir Charles Court in Brandon, Mississippi 39042.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/31/1994.

Speaker speaker_1: And a good telephone number to have is 469-435-7048.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is justicebarfield@gmail.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through Surge, or no?

Speaker speaker_2: Um, medical and dental.

Speaker speaker_1: For employee only?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so which medical plan did you want? 'Cause they offer three of 'em. Um, one of 'em just covers preventative healthcare services at \$16.80. And then two of 'em cover hospitals, doctors and medications ranging from \$17.63 to \$19.53.

Speaker speaker_2: Um, the... Is the one for \$19 just everything?

Speaker speaker_1: That covers hospitals, doctors and medications.

Speaker speaker_2: Okay. Yeah, tha- that's fine.

Speaker speaker_1: Okay. So the VIP Classic and Dental all for employee only. Anything else?

Speaker speaker_2: That's f-

Speaker speaker_1: Okay. So doing those two would make your total deductions \$23.70 a week. Do you authorize Surge Staffing to make that deduction for you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, 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 that first payroll deduction of the \$23.70 come off your paycheck, 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. But other than that, Justice, is there anything else I can help you out with today?

Speaker speaker_2: No, sir. That's all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day. Okay?

Speaker speaker_2: Yes, sir. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.