

Transcript: Justin

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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? Uh, yes, sir. My name's Lacey Martin. Um, I just got a text from y'all, and I was calling because I know if you don't let y'all know within 30 days, they automatically sign you up for one of the plans. Um, so I wanted to talk to somebody about the insurance plan. Okay. What's the staffing agency you work for? Surge. Well, I do know that Surge Staffing automatically enrolls you into the MEC TeleRx, which covers all of your preventative healthcare services, like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, I believe it's \$15.82 a week. Okay. Um- Okay. Did you want to opt out of it or into it? Well, uh, my brother was telling me to get the Silver Plan. If I got the Silver Plan, I mean, like is that not gonna cover your basic stuff? The Silver Plan? I mean, there's other plans that... The, the VIP plans that cover hospitals, doctors and medications. Honestly, don't know what other Silver Plan there is. Okay. All I know, when he looked at it, he told me the Silver Plan sounded good, like the best plan. Um, I hadn't actually went over it myself. Um, I guess I'll need to do that tonight and give y'all a call back. Um, but yeah, so I'll just go over the plans. Um, is there any way you can email me again? Yeah. Um, do you have a good email I can send the benefit guide to? Yes. It's laceymartin835 at gmail.com. Laceymartin835 at gmail.com? Yeah. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? All right. Thank you so much. You're welcome. You have a great day, okay?

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: Uh, yes, sir. My name's Lacey Martin. Um, I just got a text from y'all, and I was calling because I know if you don't let y'all know within 30 days, they automatically sign you up for one of the plans. Um, so I wanted to talk to somebody about the insurance plan.

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

Speaker speaker_2: Surge.

Speaker speaker_1: Well, I do know that Surge Staffing automatically enrolls you into the MEC TeleRx, which covers all of your preventative healthcare services, like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. However, I believe it's \$15.82 a week.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Okay. Did you want to opt out of it or into it?

Speaker speaker_2: Well, uh, my brother was telling me to get the Silver Plan. If I got the Silver Plan, I mean, like is that not gonna cover your basic stuff?

Speaker speaker_1: The Silver Plan? I mean, there's other plans that... The, the VIP plans that cover hospitals, doctors and medications. Honestly, don't know what other Silver Plan there is.

Speaker speaker_2: Okay. All I know, when he looked at it, he told me the Silver Plan sounded good, like the best plan. Um, I hadn't actually went over it myself. Um, I guess I'll need to do that tonight and give y'all a call back. Um, but yeah, so I'll just go over the plans. Um, is there any way you can email me again?

Speaker speaker_1: Yeah. Um, do you have a good email I can send the benefit guide to?

Speaker speaker_2: Yes. It's laceymartin835 at gmail.com.

Speaker speaker_1: Laceymartin835 at gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?