

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Rene Valdez. And how can I assist you? Yes, I'm doing an application for Surge, uh, Staffing, and, uh, it says on this application for this company, uh, to call this number if I wanted to opt out of the, uh, minimal essential coverage plan. Okay. And you said you're working with Surge, you're filling out one for Surge Staffing? Yeah. All right, and what is the last four digits of your social? 1625. All righty. And repeat your name for me? Rene Valdez. Okay, so they haven't sent us some of your information yet because you, you're barely filled out the application and the paperwork. Um, what we can do is I can create you an account today, but I will need your name, address, full social date of birth, phone number, all that information, and decline you today or we can wait until Surge sends over your information. Uh, they do give you 30 days from the date of your first paycheck to decline. It's just however you prefer. Right. Oh, okay. So let me see here. Uh, if I finish the application, uh, completely then, uh, you actually see my information or I have to get hired first? Um, n-neither. They just have to send over your information. Um, they... I'm not sure how often they do that. Um, but it's just them sending it over. Uh-huh. Oh, okay. So I'll, I have to let them know that I don't want the insurance. That's it. Um, on the, on your onboarding there should be an option to opt out. Um, if not, you would have to give us a call either to create an account- Later. ... or to, or when they send it over. Yeah. I can create an account right now and opt out, right, you said? Yes. Okay, I'll do that. And what is your full social? Uh, 461-49-1625. Okay, and you said your first name is Rene? What is your last name again? Valdez. Valdez. And your address? Uh, 9818 Mulberry Park Lane. That's One L and then Mulberry. Okay. Uh, Tomball, Texas 77375. And your date of birth? March 19th, 1979. Your phone number? 832-947-3503. All right. And you said, well, you're declining benefits today, correct? Yeah, uh, uh, well, uh, actually I had a question. Uh, what is, what is the minimal and how much, uh, does it cost or can I get information on, on it? If you would like, you can give me your email address. If you'd like, you can provide me with your email address and I can send you a copy of the plans that they offer. Uh, it's pretty expensive. Um, not really. Uh, so the medical plan, there's two that you can choose from. One is 17.63 a week, one is 19.53 a week, and then they have one that's just preventive health, not... doesn't include going to the doctor, ER, it's just like your annual physical kind of thing for 16.80 a week. Um, vision is \$2.15 a week. They're not, um, that expensive, but the, the booklet that I'm gonna send you has all information about what they cover, how much they cost depending on who you want to cover and everything in one. Uh-huh. Okay. So, uh, it's, uh, probably better to, for me to look it over? Nah, I'll just take it off. I don't want it. Okay. All right. I'll, I'll look for my own private insurance. I don't want it. Okay. Yeah. All right. Yeah, I have everything down. Thank you so much for calling. You have a great day. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Rene Valdez.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I'm doing an application for Surge, uh, Staffing, and, uh, it says on this application for this company, uh, to call this number if I wanted to opt out of the, uh, minimal essential coverage plan.

Speaker speaker_0: Okay. And you said you're working with Surge, you're filling out one for Surge Staffing?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, and what is the last four digits of your social?

Speaker speaker_1: 1625.

Speaker speaker_0: All righty. And repeat your name for me?

Speaker speaker_1: Rene Valdez.

Speaker speaker_0: Okay, so they haven't sent us some of your information yet because you, you're barely filled out the application and the paperwork. Um, what we can do is I can create you an account today, but I will need your name, address, full social date of birth, phone number, all that information, and decline you today or we can wait until Surge sends over your information. Uh, they do give you 30 days from the date of your first paycheck to decline. It's just however you prefer.

Speaker speaker_1: Right. Oh, okay. So let me see here. Uh, if I finish the application, uh, completely then, uh, you actually see my information or I have to get hired first?

Speaker speaker_0: Um, n- neither. They just have to send over your information. Um, they... I'm not sure how often they do that. Um, but it's just them sending it over.

Speaker speaker_1: Uh-huh. Oh, okay. So I'll, I have to let them know that I don't want the insurance. That's it.

Speaker speaker_0: Um, on the, on your onboarding there should be an option to opt out. Um, if not, you would have to give us a call either to create an account-

Speaker speaker_1: Later.

Speaker speaker_0: ... or to, or when they send it over. Yeah.

Speaker speaker_1: I can create an account right now and opt out, right, you said?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, I'll do that.

Speaker speaker_0: And what is your full social?

Speaker speaker_1: Uh, 461-49-1625.

Speaker speaker_0: Okay, and you said your first name is Rene? What is your last name again?

Speaker speaker_1: Valdez.

Speaker speaker_0: Valdez. And your address?

Speaker speaker_1: Uh, 9818 Mulberry Park Lane. That's One L and then Mulberry.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, Tomball, Texas 77375.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 19th, 1979.

Speaker speaker_0: Your phone number?

Speaker speaker_1: 832-947-3503.

Speaker speaker_0: All right. And you said, well, you're declining benefits today, correct?

Speaker speaker_1: Yeah, uh, uh, well, uh, actually I had a question. Uh, what is, what is the minimal and how much, uh, does it cost or can I get information on, on it?

Speaker speaker_0: If you would like, you can give me your email address. If you'd like, you can provide me with your email address and I can send you a copy of the plans that they offer.

Speaker speaker_1: Uh, it's pretty expensive.

Speaker speaker_0: Um, not really. Uh, so the medical plan, there's two that you can choose from. One is 17.63 a week, one is 19.53 a week, and then they have one that's just preventive health, not... doesn't include going to the doctor, ER, it's just like your annual physical kind of thing for 16.80 a week. Um, vision is \$2.15 a week. They're not, um, that expensive, but the, the booklet that I'm gonna send you has all information about what they cover, how much they cost depending on who you want to cover and everything in one.

Speaker speaker_1: Uh-huh. Okay. So, uh, it's, uh, probably better to, for me to look it over? Nah, I'll just take it off. I don't want it.

Speaker speaker_0: Okay. All right.

Speaker speaker_1: I'll, I'll look for my own private insurance. I don't want it.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Yeah, I have everything down. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. You too. Bye-bye.