

Transcript: Sara

Marulanda-4976145062117376-5173796554620928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you ... My name is Sarah. May I have your name, please? Danielle Yeprem. Hello, ma'am. How may I help you? Yeah. I wanted to enroll in benefits. I c- I think I'm nearing the cut-off time . Sure. I can help you with that. Uh, may I have, please, the last four digits of your Social Security number and the name of the temporary agency that you are working with? Um, Surge is the name, the Lancaster one. Surge is that- Yeah. N- Oh, okay. Okay. And the last four of my social are 86- 8683. Excuse me . Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? My date of birth is June 14th, 1973. And the address is, um, 1199 North Memorial Drive, Box 219 in Lancaster, Ohio. 11-9? 2-209. Oh, okay. Okay. Um, it's in Lancaster, Ohio, 43130. Thank you. And is your email D-L-Y-E-P-R-E-M at yahoo.com? Yes. Write D-L, then your last name. And your phone number is 614-370-5559? Yes. Thank you very much. And did you know already... Do you already know what you would like to enroll at? Um, I believe so. The, the, um, the Classic Plan, that much. Oh, okay. So VIP Classic for employee only or for somebody else at the family? Just for myself. Okay, so that's going to be \$19.53, uh, weekly deductions. Anything else that you would like to add to the enrollment? Um, there was an... Something I could add on that would cover preventative services. Oh, the, um, the MEC TeleRx? Rx, yes. Okay, that one? I'd like to have that as well. Okay. That's going to be \$16.80 per week. Anything else that you would like to add? I think I don't have anything. All righty, ma'am. So the total weekly deduction is going to be \$36.33. Did you authorize Surge Staffing to start making those de- uh, deductions, uh, to cover your premium? Yes. Okay, ma'am. So please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following month, that's when your coverage became active. You're going to receive your, uh, medical ID card at your m- email address... I mean, the, uh, preventive care is going to be- Can I hang up? ... sent to your mailing address and... To your mailing address and the medical is going to be sent to your email address. Okay. We can then send that ID card automatically to your mailing address. But if you want to receive a hard copy, once you see the first deduction, just give us a call and we will be able to, um, make the request for that card to be sent to your m- mailing address as well. Okay. All right. Okay, ma'am. Um, other than that, is there anything else that I can help you with? Um, well, that, that, um, card will cover dental coverage as well? Dental is an additional benefit option. Uh, dental will cost you \$4.17. Okay. Well, then can I add that as well, please ? Sure. Yes. Yes. Of course. So we got VIP Classic, dental and a preventive care, right? Yes. So the total is going to be \$40.50 per week. Okay. Then apply for that, um, that ID card is going to be sent to your mailing address. Okay. Very good. Let's see. All right, ma'am. Anything else you need from me? I don't think so, no. . You pretty much... Uh, huh. Okay, then. Thank you. Okay. You're more than

welcome. Have a wonderful day and thank you for calling Benefits NetCard. Okay. Take, take care. Mm-hmm. You as well, ma'am. Thank you. Bye. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you ... My name is Sarah. May I have your name, please? Danielle Yeprem. Hello, ma'am. How may I help you? Yeah. I wanted to enroll in benefits. I c- I think I'm nearing the cut-off time . Sure. I can help you with that. Uh, may I have, please, the last four digits of your Social Security number and the name of the temporary agency that you are working with? Um, Surge is the name, the Lancaster one. Surge is that- Yeah. N- Oh, okay. Okay. And the last four of my social are 86- 8683. Excuse me . Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? My date of birth is June 14th, 1973. And the address is, um, 1199 North Memorial Drive, Box 219 in Lancaster, Ohio. 11-9? 2-209. Oh, okay. Okay. Um, it's in Lancaster, Ohio, 43130. Thank you. And is your email D-L-Y-E-P-R-E-M at yahoo.com? Yes. Write D-L, then your last name. And your phone number is 614-370-5559? Yes. Thank you very much. And did you know already... Do you already know what you would like to enroll at? Um, I believe so. The, the, um, the Classic Plan, that much. Oh, okay. So VIP Classic for employee only or for somebody else at the family? Just for myself. Okay, so that's going to be \$19.53, uh, weekly deductions. Anything else that you would like to add to the enrollment? Um, there was an... Something I could add on that would cover preventative services. Oh, the, um, the MEC TeleRx? Rx, yes. Okay, that one? I'd like to have that as well. Okay. That's going to be \$16.80 per week. Anything else that you would like to add? I think I don't have anything. All righty, ma'am. So the total weekly deduction is going to be \$36.33. Did you authorize Surge Staffing to start making those de- uh, deductions, uh, to cover your premium? Yes. Okay, ma'am. So please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following month, that's when your coverage became active. You're going to receive your, uh, medical ID card at your m- email address... I mean, the, uh, preventive care is going to be- Can I hang up? ... sent to your mailing address and... To your mailing address and the medical is going to be sent to your email address. Okay. We can then send that ID card automatically to your mailing address. But if you want to receive a hard copy, once you see the first deduction, just give us a call and we will be able to, um, make the request for that card to be sent to your m- mailing address as well. Okay. All right. Okay, ma'am. Um, other than that, is there anything else that I can help you with? Um, well, that, that, um, card will cover dental coverage as well? Dental is an additional benefit option. Uh, dental will cost you \$4.17. Okay. Well, then can I add that as well, please ? Sure. Yes. Yes. Of course. So we got VIP Classic, dental and a preventive care, right? Yes. So the total is going to be \$40.50 per week. Okay. Then apply for that, um, that ID card is going to be sent to your mailing address. Okay. Very good. Let's see. All right, ma'am. Anything else you need from me? I don't think so, no. . You pretty much... Uh, huh. Okay, then. Thank you. Okay. You're more than welcome. Have a wonderful day and thank you for calling Benefits NetCard. Okay. Take, take care. Mm-hmm. You as well, ma'am. Thank you. Bye. Bye-bye. Bye-bye.