

## **Transcript: Sara**

**Marulanda-4987219361087488-5770774320201728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Thomas Trial. Hello, sir. How may I help you? I got a text today, uh, about... From, from Surge Staffing about- Mm-hmm. ... with this phone number on it, and it said in 30 days I'll be eligible for... What, what, what is this concerning about? Okay. We are the healthcare administrators for different staffing companies. Are you a new hire with Surge Staffing? Yeah. I've worked for them before, but, uh, they, uh, they told me after 30 days I, I would, I would be, uh, eligible for whatever this, this is. So what, what, what does it consist of? Uh, how much- Okay. ... and all that? Okay. Um, could be many different things. I'm not reading the text message exactly. So they send many different text messages. One could be, um, letting you know that you will be auto enrolled on MEG TeleRx, which is a preventive care. Huh? Mm-hmm. Uh, the other text could be to let you know- Yeah. ... that, um, you are e- eligible to enroll on, uh, on healthcare plan, uh, through the company. So, um- How much does the healthcare plan cost? It depends on what plan you want. They have many different plans and the price is, is different for employee only or employee plus a spouse or employee plus, uh, children, or whole family. I, I understand that. B- but so, so, so, uh, where do I go to enroll into this? Do I t- talk to you all or do I go to the, uh, Surge? It's with me. It's with me. It's with me. Let me check your account. So how much it costs? May I have the last... Let me... I mean, what, what plan would you like to enroll? Uh. You don't know yet, right? Huh? So let me check your account and see what they send you, and we give you the prices. Okay? Okay. Okay. May I have please the last four of your Social to locate you on the system? 0156. 0156. Yes. Okay. Thomas, you say, right? Thomas. Yes. Yes. Uh, it's just me. Thomas. I don't... It's just me. I ain't, I ain't got no dependents. Okay. Okay. Let me give you that information. Give me just a minute. This call has been recorded, so I need to verify your information. All right. For security purposes, sir, can you please verify your address and date of birth? Oh. I don't know what address they got on there. I, I, I'll, I'll just, I'll just call back later. I'm, I'm, I'm really tired. I'll call back tomorrow. Okay, sir.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Thomas Trial. Hello, sir. How may I help you? I got a text today, uh, about... From, from Surge Staffing about- Mm-hmm. ... with this phone number on it, and it said in 30 days I'll be eligible for... What, what, what is this concerning about? Okay. We are the healthcare administrators

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