

Transcript: Sara

Marulanda-5427888204595200-5203294399021056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Sarah. May I have your name, please? Eliksom Samuel. I'm sorry? Eliksom Samuel. Hello, sir. How may I help you? Okay. I'm gonna start today for Surge. I wanna put how had the benefits. You wanna be enrolled on benefits, uh, through Surge Staffing because you're gonna start working with them today. Is that correct? I'm gonna start today. Yes. But I'm calling because, uh, I don't want the benefit card. Oh, okay. You want to decline benefits? Yeah. Okay. Give me just a minute, please. Okay. May I have the last four digits of your Social Security number? 8493. 849 what? Three. Three. And what is your I- name and last name again? I'm sorry. Eliksom Samuel. Hold on. Hey, they have not sent us your profile yet, so what we have to do... There's two options. One, we can go ahead create a profile with the information you provide me, and we can decline, uh, prom- decline you from there. And you won't see any deductions. The other option is wait for Surge to send us your profile, and you will have to, uh, be giving us a call once a week, um, to decline. Yes, until they send us the profile. Uh, it can take one or two or three weeks. It's up to you whatever you wanna do. Mm-hmm. Okay, because the reason I call you because they told me I'm automatically apply. Yes, you will be... You will be en- out-enrolled on, on a preventive care plan. Um, but it's not gonna happen until, uh, they out-enroll you, and it's gonna take... That is gonna take thre- 30 days from your first paycheck. Give me one minute. I'm, I'm reviewing the information again. Samuel is your last name, correct? Yes, Samuel. No, we don't have your file here. Um, S-A-M-U-E-L, Samuel? Yes. 8493. Is that correct, the last four of your social? 8493, yes. Yes. No, we don't have your file here. Would you like to create a profile and that way we can decline you, and that way they won't out-enroll you? Yeah. Yeah. Thank you. Okay, so let's, uh, start. I'm gonna need your name, last name, Social Security number, date of birth, phone number and email if you have it. Okay. Okay. What is your complete Social Security number? 322-63-8492. 6-... 3-22... 322-63-8492. Exactly. Okay. Please spell your first name for me. E-L-I-X-O-N. Okay. Samuel. E... Okay. Hold on. E-L-I-C-S-O-M. N, N. N as in Nancy. Okay, N. And your last name? E-L-I-X-O-N. Yes, Eliksom. And your last name? Samuel. S-A-M-U-E-L? Hello? Yes, sir. Can you hear me? Yes, I'm he- uh, yeah, I'm here. Okay. Can you please spell your last name for me? S-I-M-E-O-N, Samion. Okay. S-I-M-E-O-N. O-N as in Nancy? Yeah. S-I-M-E-O-N, Samion. Okay. And your address? And your address? 3050, 3050 East Livingston Avenue. East Liverstone? Avenue, yeah. Avenue? East Livingston. Any apartment number? 10, apartment 10. And 10... What is the name of the city? Columbus. Columbus, Ohio. And the col- uh, ZIP code? 43227. 43227. Okay. Okay, and can you please spell Liverstone for me. Is that L-I-V-E-R-S-T-O-N? Yes. Okay. And your date of- L-I-V-E-N-J-S-T-O-N, yeah. L-I-V-I-N-J-S-T-O-N. Livingstone. Okay. And your date of birth? January 10, 1996. Okay. And your phone number? 380-218-4659. Okay. And your email

address? simeonsonlove... Okay, hold on. Simeon, what else? ...sonlove. Spell that for me please. Okay. Simeon. S-I-M-E-O-N S-O-N-L-O-V... Okay. What else? E. Okay. Simeon Sonlove... Yes. What else? @... at gmail.com. At gmail.com? Yes. Okay, sir. So give me just a minute. Okay, what is the last four of your Social again? 8493. 8493. Just a minute. The system is still thinking. Can you please repeat your complete social security number for me? 32263 8493. Are you hear me? Yes. 32263 8493. Yes. Okay, sir. I already... Ah, email. I already declined your auto-enrollment. Anything else that I can help you with? You're not going to be auto-enrolled. Everything is working right now? Okay. What I say is that you're not going to be auto-enrolled. Okay? Okay. We already declined your auto-involvement. Okay. Okay. Other than that, is there anything else that I can help you with? Uh, okay. Before I go, I want you to explain me about that. What, what is benefit card? Okay. The benefit that will auto-involve you will be preventive care. Uh, you will be paying, um, that is \$16.80 per week. And that will cover for one physical exam examination, tests like blood pressure, um, colonos-... uh, colorectal cancer, diabetes, HIV. And it will cover vaccinations like, um, hepatitis... Um, okay, give me a minute. Let me check that here. It will cover hepatitis, um, HPB, shingles, mumps, rubella, pneumococcal, meningococcal, pertussis, influenza, tetanus and diphtheria. That's what that plan will covers. Mm-hmm. Okay, if I not have like... I'm sorry? If I have this. You don't have what? I'm sorry. No, if I, if I not have like for the benefit card, they will not coverage for, for that? No, you will have no coverage because you're already declined, but if you want to involve the healthcare coverage, I can go ahead and involves you. Remember, that plan will not cover any doctor visitations if you are sick. Those, uh, that coverage will be under a different plan that will cost you or 1763, or 1953. Those will be weekly deductions. Oh, okay. It's okay. Thank you so much. Okay. Is there anything else that I can help you with? No, that's it. That's it. All righty, sir. So thank you for calling Benefits Center Card. I wish you too have a wonderful day, sir. Have a good one. Thank you. Okay, thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Sarah. May I have your name, please? Eliksom Samuel. I'm sorry? Eliksom Samuel. Hello, sir. How may I help you? Okay. I'm gonna start today for Surge. I wanna put how had the benefits. You wanna be enrolled on benefits, uh, through Surge Staffing because you're gonna start working with them today. Is that correct? I'm gonna start today. Yes. But I'm calling because, uh, I don't want the benefit card. Oh, okay. You want to decline benefits? Yeah. Okay. Give me just a minute, please. Okay. May I have the last four digits of your Social Security number? 8493. 849 what? Three. Three. And what is your I- name and last name again? I'm sorry. Eliksom Samuel. Hold on. Hey, they have not sent us your profile yet, so what we have to do... There's two options. One, we can go ahead create a profile with the information you provide me, and we can decline, uh, prom-decline you from there. And you won't see any deductions. The other option is wait for Surge to send us your profile, and you will have to, uh, be giving us a call once a week, um, to decline. Yes, until they send us the profile. Uh, it can take one or two or three weeks. It's up to you whatever you wanna do. Mm-hmm. Okay, because the reason I call you because they

told me I'm automatically apply. Yes, you will be... You will be en- out-enrolled on, on a preventive care plan. Um, but it's not gonna happen until, uh, they out-enroll you, and it's gonna take... That is gonna take three- 30 days from your first paycheck. Give me one minute. I'm, I'm reviewing the information again. Samuel is your last name, correct? Yes, Samuel. No, we don't have your file here. Um, S-A-M-U-E-L, Samuel? Yes. 8493. Is that correct, the last four of your social? 8493, yes. Yes. No, we don't have your file here. Would you like to create a profile and that way we can decline you, and that way they won't out-enroll you? Yeah. Yeah. Thank you. Okay, so let's, uh, start. I'm gonna need your name, last name, Social Security number, date of birth, phone number and email if you have it. Okay. Okay. What is your complete Social Security number? 322-63-8492. 6-... 3-22... 322-63-8492. Exactly. Okay. Please spell your first name for me. E-L-I-X-O-N. Okay. Samuel. E... Okay. Hold on. E-L-I-C-S-O-M. N, N. N as in Nancy. Okay, N. And your last name? E-L-I-X-O-N. Yes, Elikson. And your last name? Samuel. S-A-M-U-E-L? Hello? Yes, sir. Can you hear me? Yes, I'm here- uh, yeah, I'm here. Okay. Can you please spell your last name for me? S-I-M-E-O-N, Samion. Okay. S-I-M- E-O-N. O-N as in Nancy? Yeah. S-I-M-E-O-N, Samion. Okay. And your address? And your address? 3050, 3050 East Livingston Avenue. East Liverstone? Avenue, yeah. Avenue? East Livingston. Any apartment number? 10, apartment 10. And 10... What is the name of the city? Columbus. Columbus, Ohio. And the col- uh, ZIP code? 43227. 43227. Okay. Okay, and can you please spell Liverstone for me. Is that L-I-V-E-R-S-T-O-N? Yes. Okay. And your date of- L-I-V-E-N-J-S-T-O-N, yeah. L-I-V-I-N-J-S-T-O-N. Livingstone. Okay. And your date of birth? January 10, 1996. Okay. And your phone number? 380-218-4659. Okay. And your email address? simeonsonlove... Okay, hold on. Simeon, what else? ...sonlove. Spell that for me please. Okay. Simeon. S-I-M-E-O-N S-O-N-L-O-V... Okay. What else? E. Okay. Simeon Sonlove... Yes. What else? @... at gmail.com. At gmail.com? Yes. Okay, sir. So give me just a minute. Okay, what is the last four of your Social again? 8493. 8493. Just a minute. The system is still thinking. Can you please repeat your complete social security number for me? 32263 8493. Are you hear me? Yes. 32263 8493. Yes. Okay, sir. I already... Ah, email. I already declined your auto-enrollment. Anything else that I can help you with? You're not going to be auto-enrolled. Everything is working right now? Okay. What I say is that you're not going to be auto-enrolled. Okay? Okay. We already declined your auto-involvement. Okay. Okay. Other than that, is there anything else that I can help you with? Uh, okay. Before I go, I want you to explain me about that. What, what is benefit card? Okay. The benefit that will auto-involve you will be preventive care. Uh, you will be paying, um, that is \$16.80 per week. And that will cover for one physical exam examination, tests like blood pressure, um, colonos-... uh, colorectal cancer, diabetes, HIV. And it will cover vaccinations like, um, hepatitis... Um, okay, give me a minute. Let me check that here. It will cover hepatitis, um, HPB, shingles, mumps, rubella, pneumococcal, meningococcal, pertussis, influenza, tetanus and diphtheria. That's what that plan will covers. Mm-hmm. Okay, if I not have like... I'm sorry? If I have this. You don't have what? I'm sorry. No, if I, if I not have like for the benefit card, they will not coverage for, for that? No, you will have no coverage because you're already declined, but if you want to involve the healthcare coverage, I can go ahead and involves you. Remember, that plan will not cover any doctor visitations if you are sick. Those, uh, that coverage will be under a different plan that will cost you or 1763, or 1953. Those will be weekly deductions. Oh, okay. It's okay. Thank you so much. Okay. Is there anything else that I can help you with? No, that's it. That's it. All righty, sir. So thank you for

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Thank you. Okay, thank you. Bye-bye.