

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Ms. Victoria. Hey, there, miss, ma'am. Uh, I got a message from Surge for temporary service looking for work. Is this saying that we're looking for work or just something else that's lined up some kind of different kind of way? So this is not for the job assignment specifically, this is for the medical insurance that they offer. Um, and I know specifically Surge Staffing will automatically enroll their employees into one of the medical plans unless you opt out beforehand. Okay. Yes, ma'am. Um, like, like, like right now they, they, they said they had an opening right now for me right now at the moment right now, so like, like getting a job being a, a, a reach forklift driver. I never learned how to do that, but I've said ... that forklift, I know how to do that and stuff and everything else, commercial, anything warehouse, anything with doing any kind of standup, any kind of... Other than that, everything in the world I know how to do except that right there. So, um, I got a message from them so that's why I made a phone call. So was there anything else I need to do? So again, this is not pertaining to the job assignment. This is pertaining- Yes, ma'am. ... to the medical insurance that they offer. Yeah. Yeah, yes, ma'am, which is fine. Can I, can I, can I get that? Because I had a stroke, uh, working at Craft Pines. So hopefully I get a job through the company right here with the, the, the staff service so I get coverage for, for that, for medication and everything I need to get. Okay. Are you just wanting the plan that they automatically enroll you into, or do you know anything about the other plans being offered? No, ma'am. I haven't done nothing about that. They, they never told me nothing about that. I just got a text. So if you can help me get, get, get into the system, you know, so if, if I need something then, then I'm, you know, I have something to fall back on. In other words when I get, get a job, whatever, through the company. Okay. What I can do is I can email you a copy of the benefits guide that goes over like all the plans that they offer, what they cover and how much they cost so you can look over that. Yes, ma'am. Um, and then once you know specifically what you want to enroll into, you can just call us back from there. Okay. Will, will, will I be paying out of pocket or, or, or would it go through, uh, Surge? Are you talking about like if you have to file a claim? I'm assuming if you have to file a claim it would go to the provider. Okay. Just depending on the plan that you choose. Okay. So will, will I be paying through the Surge company or w- would it be added when I go to work and so I have something to cover my back? So how you... Yeah, so how you pay for the coverage is by a weekly deduction that's made out of your check. Okay, okay, okay. That's cool. Mm-hmm. All right. All right. Yes. C- Can you do that for me when I get back on my, give me a job, get back on my feet when they... I know it's New Year's coming up. Now, right now it's slow. I know it's Christmas time showing up right now so I know there's not an awful lot of opportunities to go to work right now until after January, maybe February. Okay. What would be a good email to

send this to? Uh, josephvillalobosjr@gmail.com. Do you mind spelling that out for me? Yes. Uh, Joseph, J-O-S-E-P-H Villalobos, V-I-L-L-A-L-O-B-O-S jr@gmail.com. Okay. So Joseph and then- ... V-I-L-L-A-L-O-B-O-S Jr.- Yeah, but... Yes, ma'am. And what would that be junior? Uh, yes, ma'am. Either it's josephlarryvillalobosjr@gmail.com or josephvillalobosjr@gmail.com. Just kind of, kind of missing the, the, the middle name Larry in the middle. So, so which one clicks on that one and so that's the one 'cause, uh, I'm pretty sure it's josephlarryvillalobosjr@gmail.com. Okay. So it shou- should be Joseph and then Larry- Larry, yes, ma'am. L-A-R-Y Villalobos, V-I-L-L-A-L-O-B as in boy O-S jr@gmail.com. Okay. So I'm going to send this to your email. Um, if you decide that you're not interested in any of the benefits, just make sure to give us a call back because like I said, they will automatically enroll you into one of the medical plans unless you opt out beforehand. Um, and they give you 30 days from the date of your first check to either get enrolled into the plan of your choice or to decline the coverage. Well, you know, like I was saying, I'm waiting on getting New Year's, get a new job again. Right now, like I said, it's slow right now. I need to get back on my feet and get back to work because I got a car, I got to put gas in my car, I got to make money to pay my bills. My sister, I tell my sister right now, so right now I'm down to the point where I, I need God to bless me with, with, with a blessing coming up. So with that being said, yeah, I'm, I'm, I'm going to go ahead and go ahead with that and just, uh, get, get that, any kind of way make some kind of money, side jobs, whatever so that way I can be at least stable and then that way have coverage. Okay. Yeah. I was just letting you know that if you are wanting to enroll, you have 30 days from the date of your first check to get enrolled. If you decide not to get enrolled, to just make sure and call us back either way. Yes, ma'am. Yes, ma'am. Now, I did get a notice, uh, in my email that that did not go through. Can you go through- ... that emailed it back through. No, sir. Oh, oh... Do you have a way to check and make sure that, what your email address is? Okay then try, hold up then. Let, let me look, let me look at my phone real quick. Give me one second, ma'am. Okay. Give me one second so, so I can go to my Gmail real quick. Okay, that's fine. Let me go to my Gmail real quick, so um... Let me go to my Gmail and see if I can get in there. Gmail, Gmail, Gmail. Let's see. Yeah, it's, it's, uh, josephvillelobos@gmail.com. Ma'am, can you hear me? Yes, I can hear you just fine. Give me one second. Yeah, yeah, yes, ma'am. It's, it's, it's lowercase, lowercase. It's josephvillelobos@gmail.com. Okay, give me one second. Yes, ma'am. Let's see. Josephville, Villa Lobos Jr., gmail.com. Yes, ma'am, that's right. Wait, so I'm sorry, but josephvillelobos@gmail.com or is it josephvillelobosjr@gmail.com? Yeah, it's josephvillelobosjr@gmail.com. Okay, give me one second. Yes, ma'am. Okay, you should get it here in a few moments. Yes, ma'am. Okay, uh-huh. So I go to my messages and see what's, what's happening with the message? Yeah, go to your inbox and it should be coming from info@benefitscard.com. Okay, let me look real quick. Is, is, is, is it like a, like a message? Yes, sir. It's an email and- Okay. ... attached to the email is a PDF file. Okay, I got it. "Congrats job with Surge." Okay, let me go here. Um, I see it say, "Congrats on your job with Surge. You will be automatic..." Okay, that's a different one then. Is that the text message you got? Because the email, that's what you should- Oh, so it's, so it's the email then? Okay, let me go back to email. Uh, I don't know much about phones. I apologize. Uh... You're fine. So how do, how do you go to my email? I got to go to Facebook or? Oh, oh, Gmail, Gmail. Okay, current info, okay, I got it. "Thank you for contacting Benefits and The Card. Per your request, attachment to PDF file is request Benefits. Uh, you have any questions, contact..."

Okay, and then uh, then I see a Beneficard. Okay, so what else I need to do right here, ma'am? So if you're looking at that email on a phone- Yes. ... scroll to the bottom of the email. There should be a PDF file that you can click, and that's the Benefits guide that goes over all the plans. It also goes over what they cover, how much they cost, all that information. Okay. So I'm, I'm, I'm going past the "Hello," that part, "Thank you, Beneficard, Benefits and The Card" and I'm going down to like a, like a blue screen. Okay, it should just be either at the top of the email or at the bottom of the email. It's just a little PDF file that you can click and it'll open. Okay, so I'm, so I'm pushing the arrow. So I push the arrow, so it's taking me to like a family with people right there on the picture. Okay, then I'm assuming you clicked it open. So that's, that's the Benefits guide. There's a couple different pages in it that goes over all the plans, what they cover and how much they cost. Okay, so I got to keep pushing it until I get to the, to the little pattern of the tri- triangle? You should just be able to... You, you should just be able to scroll through the pages. You don't necessarily have to click it or push it. You already have it open it sounds like, because the front, the first page is that family. And it says, "Specifically designed for Surge." So you should just be able to scroll down. Okay. Okay, so what I'm looking at right now, I'm turning back and say, Surge Current BG PDF and my, my job location, my job location, whatever it's saying right here. So, uh, I think I must have messed up some kind of way. Okay. Okay. Now, now what it's saying right here, I have right here but see, I see A, SA, ACE, like, like a, like a, like a blog whatever and something else at the end, and then I'm seeing the download reply and p- the arrow some kind of way, uh... Some Okay. Okay. Like that I, I am not sure what's going on or what, how you have it pulled up. You should just be- Okay. ... able to click on the PDF file. Yes, ma'am. The SUR Current BG is what it's labeled. You should be able to click on it and it's going to open. Okay, okay, okay. So, so now th- now, now I want to file a SUR Current BG PDF. Yes. Okay, okay. So, so now, now it's loading up. Okay. It says SUR Current PDF... BG PDF, so... So it's still going but, um, I guess it's raining so Yes, ma'am. ... we're not gonna... Two percent, three percent, so we gotta take time to download. Okay. So, like I said, whenever you're able to get that downloaded just take a look over it. If you see anything you want to enroll into specifically, call us back. If you don't want to enroll, call us back, either way. Um, so we can either get you enrolled or opt you out of the coverage. No, we just better covered because, you know, we're getting older, we gotta have some kind of way to fall back down, some kind of way. And, it's- Okay. ... the same thing like life insurance. You gotta live, you got to die if you're gonna die. So, it's, it's... everything falls into place. Okay. Well, once you know of what plans you want to enroll into, just call us back, okay? Yes, ma'am. Thank you so much for your time, I appreciate it. Merry Christmas, happy New Years. You as well. Yes, ma'am. Thank you so much. You have a blessed day. Bye-bye. Do you need me to disconnect the call, sir? Oh, yes. Yes, ma'am. Thank you so much, ma'am. You're welcome. I apologize. You're fine. Yes, I'm waiting on the, the download. Thank you. Okay. Bye-bye. Yes, ma'am. Have a blessed day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Ms. Victoria. Hey, there, miss, ma'am. Uh, I got a message from Surge for temporary service looking for work. Is this saying that we're looking for work or just something else that's lined up some kind of different kind of way?

Speaker speaker_1: So this is not for the job assignment specifically, this is for the medical insurance that they offer. Um, and I know specifically Surge Staffing will automatically enroll their employees into one of the medical plans unless you opt out beforehand.

Speaker speaker_2: Okay. Yes, ma'am. Um, like, like, like right now they, they, they said they had an opening right now for me right now at the moment right now, so like, like getting a job being a, a, a reach forklift driver. I never learned how to do that, but I've said ... that forklift, I know how to do that and stuff and everything else, commercial, anything warehouse, anything with doing any kind of standup, any kind of... Other than that, everything in the world I know how to do except that right there. So, um, I got a message from them so that's why I made a phone call. So was there anything else I need to do?

Speaker speaker_1: So again, this is not pertaining to the job assignment. This is pertaining-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... to the medical insurance that they offer.

Speaker speaker_2: Yeah. Yeah, yes, ma'am, which is fine. Can I, can I, can I get that? Because I had a stroke, uh, working at Craft Pines. So hopefully I get a job through the company right here with the, the, the staff service so I get coverage for, for that, for medication and everything I need to get.

Speaker speaker_1: Okay. Are you just wanting the plan that they automatically enroll you into, or do you know anything about the other plans being offered?

Speaker speaker_2: No, ma'am. I haven't done nothing about that. They, they never told me nothing about that. I just got a text. So if you can help me get, get, get into the system, you know, so if, if I need something then, then I'm, you know, I have something to fall back on. In other words when I get, get a job, whatever, through the company.

Speaker speaker_1: Okay. What I can do is I can email you a copy of the benefits guide that goes over like all the plans that they offer, what they cover and how much they cost so you can look over that.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, and then once you know specifically what you want to enroll into, you can just call us back from there.

Speaker speaker_2: Okay. Will, will, will I be paying out of pocket or, or, or would it go through, uh, Surge?

Speaker speaker_1: Are you talking about like if you have to file a claim? I'm assuming if you have to file a claim it would go to the provider.

Speaker speaker_2: Okay.

Speaker speaker_1: Just depending on the plan that you choose.

Speaker speaker_2: Okay. So will, will I be paying through the Surge company or w- would it be added when I go to work and so I have something to cover my back?

Speaker speaker_1: So how you... Yeah, so how you pay for the coverage is by a weekly deduction that's made out of your check.

Speaker speaker_2: Okay, okay, okay. That's cool.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. All right. Yes. C- Can you do that for me when I get back on my, give me a job, get back on my feet when they... I know it's New Year's coming up. Now, right now it's slow. I know it's Christmas time showing up right now so I know there's not an awful lot of opportunities to go to work right now until after January, maybe February.

Speaker speaker_1: Okay. What would be a good email to send this to?

Speaker speaker_2: Uh, josephvillalobosjr@gmail.com.

Speaker speaker_1: Do you mind spelling that out for me?

Speaker speaker_2: Yes. Uh, Joseph, J-O-S-E-P-H Villalobos, V-I-L-L-A-L-O-B-O-S jr@gmail.com.

Speaker speaker_1: Okay. So Joseph and then- ... V-I-L-L-A-L-O-B-O-S Jr.-

Speaker speaker_2: Yeah, but... Yes, ma'am.

Speaker speaker_1: And what would that be junior?

Speaker speaker_2: Uh, yes, ma'am. Either it's josephlarryvillalobosjr@gmail.com or josephvillalobosjr@gmail.com. Just kind of, kind of missing the, the, the middle name Larry in the middle. So, so which one clicks on that one and so that's the one 'cause, uh, I'm pretty sure it's josephlarryvillalobosjr@gmail.com.

Speaker speaker_1: Okay. So it shou- should be Joseph and then Larry-

Speaker speaker_2: Larry, yes, ma'am. L-A-R-Y Villalobos, V-I-L-L-A-L-O-B as in boy O-S jr@gmail.com.

Speaker speaker_1: Okay. So I'm going to send this to your email. Um, if you decide that you're not interested in any of the benefits, just make sure to give us a call back because like I said, they will automatically enroll you into one of the medical plans unless you opt out beforehand. Um, and they give you 30 days from the date of your first check to either get enrolled into the plan of your choice or to decline the coverage.

Speaker speaker_2: Well, you know, like I was saying, I'm waiting on getting New Year's, get a new job again. Right now, like I said, it's slow right now. I need to get back on my feet and get back to work because I got a car, I got to put gas in my car, I got to make money to pay my bills. My sister, I tell my sister right now, so right now I'm down to the point where I, I need God to bless me with, with, with a blessing coming up. So with that being said, yeah, I'm, I'm, I'm going to go ahead and go ahead with that and just, uh, get, get that, any kind of way make some kind of money, side jobs, whatever so that way I can be at least stable and then that way have coverage.

Speaker speaker_1: Okay. Yeah. I was just letting you know that if you are wanting to enroll, you have 30 days from the date of your first check to get enrolled. If you decide not to get enrolled, to just make sure and call us back either way.

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Now, I did get a notice, uh, in my email that that did not go through.

Speaker speaker_2: Can you go through-

Speaker speaker_1: ... that emailed it back through. No, sir.

Speaker speaker_2: Oh, oh...

Speaker speaker_1: Do you have a way to check and make sure that, what your email address is?

Speaker speaker_2: Okay then try, hold up then. Let, let me look, let me look at my phone real quick. Give me one second, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: Give me one second so, so I can go to my Gmail real quick.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_2: Let me go to my Gmail real quick, so um... Let me go to my Gmail and see if I can get in there. Gmail, Gmail, Gmail. Let's see. Yeah, it's, it's, uh, josephvillelobos@gmail.com. Ma'am, can you hear me?

Speaker speaker_1: Yes, I can hear you just fine. Give me one second.

Speaker speaker_2: Yeah, yeah, yes, ma'am. It's, it's, it's lowercase, lowercase. It's josephvillelobos@gmail.com.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Yes, ma'am. Let's see. Josephville, Villa Lobos Jr., gmail.com. Yes, ma'am, that's right.

Speaker speaker_1: Wait, so I'm sorry, but josephvillelobos@gmail.com or is it josephvillelobosjr@gmail.com?

Speaker speaker_2: Yeah, it's josephvillelobosjr@gmail.com.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, you should get it here in a few moments.

Speaker speaker_2: Yes, ma'am. Okay, uh-huh. So I go to my messages and see what's, what's happening with the message?

Speaker speaker_1: Yeah, go to your inbox and it should be coming from info@benefitscard.com.

Speaker speaker_2: Okay, let me look real quick. Is, is, is, is it like a, like a message?

Speaker speaker_1: Yes, sir. It's an email and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... attached to the email is a PDF file.

Speaker speaker_2: Okay, I got it. "Congrats job with Surge." Okay, let me go here. Um, I see it say, "Congrats on your job with Surge. You will be automatic..." Okay, that's a different one then.

Speaker speaker_1: Is that the text message you got? Because the email, that's what you should-

Speaker speaker_2: Oh, so it's, so it's the email then? Okay, let me go back to email. Uh, I don't know much about phones. I apologize. Uh...

Speaker speaker_1: You're fine.

Speaker speaker_2: So how do, how do you go to my email? I got to go to Facebook or? Oh, oh, Gmail, Gmail. Okay, current info, okay, I got it. "Thank you for contacting Benefits and The Card. Per your request, attachment to PDF file is request Benefits. Uh, you have any questions, contact..." Okay, and then uh, then I see a Beneficard. Okay, so what else I need to do right here, ma'am?

Speaker speaker_1: So if you're looking at that email on a phone-

Speaker speaker_2: Yes.

Speaker speaker_1: ... scroll to the bottom of the email. There should be a PDF file that you can click, and that's the Benefits guide that goes over all the plans. It also goes over what they cover, how much they cost, all that information.

Speaker speaker_2: Okay. So I'm, I'm, I'm going past the "Hello," that part, "Thank you, Beneficard, Benefits and The Card" and I'm going down to like a, like a blue screen.

Speaker speaker_1: Okay, it should just be either at the top of the email or at the bottom of the email. It's just a little PDF file that you can click and it'll open.

Speaker speaker_2: Okay, so I'm, so I'm pushing the arrow. So I push the arrow, so it's taking me to like a family with people right there on the picture.

Speaker speaker_1: Okay, then I'm assuming you clicked it open. So that's, that's the Benefits guide. There's a couple different pages in it that goes over all the plans, what they cover and how much they cost.

Speaker speaker_2: Okay, so I got to keep pushing it until I get to the, to the little pattern of the tri- triangle?

Speaker speaker_1: You should just be able to... You, you should just be able to scroll through the pages. You don't necessarily have to click it or push it. You already have it open it sounds like, because the front, the first page is that family. And it says, "Specifically designed for Surge." So you should just be able to scroll down.

Speaker speaker_2: Okay. Okay, so what I'm looking at right now, I'm turning back and say, Surge Current BG PDF and my, my job location, my job location, whatever it's saying right here. So, uh, I think I must have messed up some kind of way. Okay. Okay. Now, now what it's saying right here, I have right here but see, I see A, SA, ACE, like, like a, like a, like a blog whatever and something else at the end, and then I'm seeing the download reply and p- the arrow some kind of way, uh... Some Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Like that I, I am not sure what's going on or what, how you have it pulled up. You should just be- Okay.

Speaker speaker_1: ... able to click on the PDF file.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: The SUR Current BG is what it's labeled. You should be able to click on it and it's going to open.

Speaker speaker_2: Okay, okay, okay. So, so now th- now, now I want to file a SUR Current BG PDF.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, okay. So, so now, now it's loading up. Okay. It says SUR Current PDF... BG PDF, so... So it's still going but, um, I guess it's raining so Yes, ma'am. ... we're not gonna... Two percent, three percent, so we gotta take time to download.

Speaker speaker_1: Okay. So, like I said, whenever you're able to get that downloaded just take a look over it. If you see anything you want to enroll into specifically, call us back. If you don't want to enroll, call us back, either way. Um, so we can either get you enrolled or opt you out of the coverage.

Speaker speaker_2: No, we just better covered because, you know, we're getting older, we gotta have some kind of way to fall back down, some kind of way. And, it's-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the same thing like life insurance. You gotta live, you got to die if you're gonna die. So, it's, it's... everything falls into place.

Speaker speaker_1: Okay. Well, once you know of what plans you want to enroll into, just call us back, okay?

Speaker speaker_2: Yes, ma'am. Thank you so much for your time, I appreciate it. Merry Christmas, happy New Years.

Speaker speaker_1: You as well.

Speaker speaker_2: Yes, ma'am. Thank you so much. You have a blessed day. Bye-bye.

Speaker speaker_1: Do you need me to disconnect the call, sir?

Speaker speaker_2: Oh, yes. Yes, ma'am. Thank you so much, ma'am.

Speaker speaker_1: You're welcome.

Speaker speaker_2: I apologize.

Speaker speaker_1: You're fine.

Speaker speaker_2: Yes, I'm waiting on the, the download. Thank you.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_2: Yes, ma'am. Have a blessed day.