

Transcript: VICTORIA

Taylor-6510283103191040-6359273462349824

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? Yeah, I got a text saying I was gonna be auto e- enrolled and something VIC, I don't know. It's 'cause I signed up with Surge. Okay. Yeah, so Surge Staffing will automatically enroll members into one of the medical plans they offer unless you opt out beforehand. Are you wanting to opt out of that? Yes. Okay. What's the last four of your Social? 9144. And your first name? Mark, M-A-R-K. Rice, R-I-C-E. Okay, and I'm sorry, go ahead. Um, yeah, it would, it would take money out of my paycheck, wouldn't it? Yes, sir, it would. How much? Um, it looks like it takes, for employee only, it's \$16.80 a week. Okay. Well, um, I'll keep this number and I, I may do it shortly after, uh, the new year starts. Okay. So, um, with that being said, they only give you 30 days from the date of your first check to get enrolled into benefits. Um, outside of that, the only other time you can enroll is during the company's open enrollment period, which they . . . every year during August. All right. Well, I'll have to see how the next two weeks go and then I'll let you know. Like I say, uh, I've only worked with Surge one paycheck, so I'm still good for three weeks. Okay. Do you mind verifying your address and date of birth? Yeah. August 16th, 1961. Uh, 106 Left Lake Crest Drive in La Grange. All right. And then let's see. What is the ZIP code for that area? 30240. 30240? Yes. Okay. And then phone number is 334-707-2429. Yes. Great. And email is gonna be me.rice1112@gmail.com? Yes. Okay. All right. I will go ahead and decline it for now, and then if you change your mind, it looks like you have until the 17th of January. Okay. Thank you. You're welcome. Have a good 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: Yeah, I got a text saying I was gonna be auto e- enrolled and something VIC, I don't know. It's 'cause I signed up with Surge.

Speaker speaker_1: Okay. Yeah, so Surge Staffing will automatically enroll members into one of the medical plans they offer unless you opt out beforehand. Are you wanting to opt out of that?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 9144.

Speaker speaker_1: And your first name?

Speaker speaker_2: Mark, M-A-R-K. Rice, R-I-C-E.

Speaker speaker_1: Okay, and I'm sorry, go ahead.

Speaker speaker_2: Um, yeah, it would, it would take money out of my paycheck, wouldn't it?

Speaker speaker_1: Yes, sir, it would.

Speaker speaker_2: How much?

Speaker speaker_1: Um, it looks like it takes, for employee only, it's \$16.80 a week.

Speaker speaker_2: Okay. Well, um, I'll keep this number and I, I may do it shortly after, uh, the new year starts.

Speaker speaker_1: Okay. So, um, with that being said, they only give you 30 days from the date of your first check to get enrolled into benefits. Um, outside of that, the only other time you can enroll is during the company's open enrollment period, which they

Speaker speaker_3: .

Speaker speaker_1: ... every year during August.

Speaker speaker_2: All right. Well, I'll have to see how the next two weeks go and then I'll let you know. Like I say, uh, I've only worked with Surge one paycheck, so I'm still good for three weeks.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. August 16th, 1961. Uh, 106 Left Lake Crest Drive in La Grange.

Speaker speaker_1: All right. And then let's see. What is the ZIP code for that area?

Speaker speaker_2: 30240.

Speaker speaker_1: 30240?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then phone number is 334-707-2429.

Speaker speaker_2: Yes.

Speaker speaker_1: Great. And email is gonna be me.rice1112@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. I will go ahead and decline it for now, and then if you change your mind, it looks like you have until the 17th of January.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a good day.