

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I'm sorry, everything but this part is so funny. ... card. This is Chris. How can I help you today? Uh, yeah, I need to check on my insurance policy. Okay, what staffing company do you work with? Uh, Surge. And the last four of your Social? 9171. And your first and last name? Curtis Johnson. All right, Mr. Johnson, could you verify your address and date of birth for me, please? Address is 1 North Limestone Street, Apartment G, uh, 45- uh, Jamestown, 45335. Um, and you said date of birth? Uh, y- yes, but I also need the, uh, state that that address is in, sir. Oh, oh, oh, yes. Ohio, sorry. Thank you. And then your date of birth? Um, we have 5/30/87. Thank you. We have a phone on file of 205-4266. Is that correct? Yes. All right. I'm showing it looks like Surge has started the automatic enrollment process, but it hasn't gone long enough to be considered a, um, to be considered a processed enrollment. It is still pending at this time. Um, were you looking to just decline that insurance or were you looking to do something else with it? I was wondering if there's any dental coverage with it. Uh, the plan that they automatically enroll you into, no, there is no dental coverage with that. Uh, there is an, there is a dental plan offered, uh, for \$4.17 a week. It is, it's- it's just considered a dental add-on. It's not like part of any other plan or anything like that. Mm-hmm. Okay. Um, can you go ahead and put that on my policy for me please? Uh, yeah. So you want to add- Yeah. You wanna keep the plan that they automatically enroll you into and just add dental to it? Uh, yeah, that sounds fine. Okay. Uh, that would bring your total weekly deductions to \$19.33 per week. Do you authorize Surge to make those deductions? Uh, yeah, that's fine. Thank you. All right. It's going to take about a week or two for everything to process. Once processing is complete, you should start seeing those deductions coming out of your checks Monday following the first deductions when policies become effective. ID cards will typically arrive about a week or two after that effective date. Alright. Thank you. No problem. Anything else? Uh, what was your name again? Chris. All right, Chris, I appreciate it. Thank you. I have to go. No problem. Thanks for calling. Have a good day. All right. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: I'm sorry, everything but this part is so funny.

Speaker speaker_2: ... card. This is Chris. How can I help you today?

Speaker speaker_3: Uh, yeah, I need to check on my insurance policy.

Speaker speaker_2: Okay, what staffing company do you work with?

Speaker speaker_3: Uh, Surge.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_3: 9171.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: Curtis Johnson.

Speaker speaker_2: All right, Mr. Johnson, could you verify your address and date of birth for me, please?

Speaker speaker_3: Address is 1 North Limestone Street, Apartment G, uh, 45- uh, Jamestown, 45335. Um, and you said date of birth?

Speaker speaker_2: Uh, y- yes, but I also need the, uh, state that that address is in, sir.

Speaker speaker_3: Oh, oh, oh, yes. Ohio, sorry.

Speaker speaker_2: Thank you. And then your date of birth?

Speaker speaker_3: Um, we have 5/30/87.

Speaker speaker_2: Thank you. We have a phone on file of 205-4266. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_2: All right. I'm showing it looks like Surge has started the automatic enrollment process, but it hasn't gone long enough to be considered a, um, to be considered a processed enrollment. It is still pending at this time. Um, were you looking to just decline that insurance or were you looking to do something else with it?

Speaker speaker_3: I was wondering if there's any dental coverage with it.

Speaker speaker_2: Uh, the plan that they automatically enroll you into, no, there is no dental coverage with that. Uh, there is an, there is a dental plan offered, uh, for \$4.17 a week. It is, it's- it's just considered a dental add-on. It's not like part of any other plan or anything like that.

Speaker speaker_3: Mm-hmm. Okay. Um, can you go ahead and put that on my policy for me please?

Speaker speaker_2: Uh, yeah. So you want to add-

Speaker speaker_3: Yeah.

Speaker speaker_2: You wanna keep the plan that they automatically enroll you into and just add dental to it?

Speaker speaker_3: Uh, yeah, that sounds fine.

Speaker speaker_2: Okay. Uh, that would bring your total weekly deductions to \$19.33 per week. Do you authorize Surge to make those deductions?

Speaker speaker_3: Uh, yeah, that's fine. Thank you.

Speaker speaker_2: All right. It's going to take about a week or two for everything to process. Once processing is complete, you should start seeing those deductions coming out of your checks Monday following the first deductions when policies become effective. ID cards will typically arrive about a week or two after that effective date.

Speaker speaker_3: Alright. Thank you.

Speaker speaker_2: No problem. Anything else?

Speaker speaker_3: Uh, what was your name again?

Speaker speaker_2: Chris.

Speaker speaker_3: All right, Chris, I appreciate it. Thank you. I have to go.

Speaker speaker_2: No problem. Thanks for calling. Have a good day.

Speaker speaker_3: All right. You too. Bye.

Speaker speaker_2: Bye.