

Transcript: Chris Sofield

(deactivated)-5882006812803072-5130486840344576

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, Chris. My name's Daniel Wilson. I'm, uh, just getting into this, um, temp service I'm going through, and I just received my first payment today. And I was hoping to discuss with you about my medical and dental, uh, life benefits on here. Okay. Uh, what staffing company do you work with? It is called Surge Staffing. And last four of your Social? 2663. Okay. Just a moment. All right, Mr. Wilson. Could you verify your address and your date of birth for me? Date of birth is 1/23/96. Address is 5417 Carthage Avenue. And the rest of it. I need the city, state and zip as well. Oh. Um, Norwood, Ohio, uh, 45212. Thank you. We have a phone number on file for you at 513-835-7226? Yes, sir. All right. And you said you were looking to enroll in a medical and dental coverage? Well, they said that I, I, I automatically enroll in that. Is that true? Okay. So, partially. Uh, thir- uh, 30 days after your first paycheck, you are automatically enrolled into a preventative care medical-only policy for things like physicals, vaccines, cancer screenings and services like that. Okay. It doesn't cover any sort of doctor's visits or hospital visits or anything like that for sickness or injury, and it does- Okay. ... not cover dental. It's not the plan that they automatically enroll you into. There are other plans available that would cover other things. Um, but no, as far as the automatic enrollment, while that does happen, it's not, it's not into dental and it doesn't cover, like, standard doctor's visits. I'm with you. I'm with you. Um, so things are going good at this new place. Um, I'm expected to be hired on soonly, so I want... Or soon. That's not a word. But I want to, I guess, just make sure nothing's getting deducted for the moment, if that's possible. Yeah. We can, we can just go ahead and opt you out of all en- en- uh, insurance enrollments. Perfect. That's exactly what I'm looking for. All right. We'll go ahead and set that up for you. Um, so you're opted out. Just be aware, uh, if you have not already received this text message, you may get a text message advising to get in contact with us regarding the automatic enrollment. But if you get- Okay. ... that text message, um, you can just disregard it because you've already called us to opt out. Okay. Can I do one more favor for you? Can I just update my cell phone number to another number? Uh, yeah. What's the new number? It's 513-999-4077. All right. That has been updated. Anything else? Cool. Hey, man. No, that's it, man. I appreciate you. No problem. Thanks again for calling and you have a wonderful day. You too. All right. Bye now. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, Chris. My name's Daniel Wilson. I'm, uh, just getting into this, um, temp service I'm going through, and I just received my first payment today. And I was hoping to discuss with you about my medical and dental, uh, life benefits on here.

Speaker speaker_0: Okay. Uh, what staffing company do you work with?

Speaker speaker_1: It is called Surge Staffing.

Speaker speaker_0: And last four of your Social?

Speaker speaker_1: 2663.

Speaker speaker_0: Okay. Just a moment. All right, Mr. Wilson. Could you verify your address and your date of birth for me?

Speaker speaker_1: Date of birth is 1/23/96. Address is 5417 Carthage Avenue.

Speaker speaker_0: And the rest of it. I need the city, state and zip as well.

Speaker speaker_1: Oh. Um, Norwood, Ohio, uh, 45212.

Speaker speaker_0: Thank you. We have a phone number on file for you at 513-835-7226?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. And you said you were looking to enroll in a medical and dental coverage?

Speaker speaker_1: Well, they said that I, I, I automatically enroll in that. Is that true?

Speaker speaker_0: Okay. So, partially. Uh, thir- uh, 30 days after your first paycheck, you are automatically enrolled into a preventative care medical-only policy for things like physicals, vaccines, cancer screenings and services like that.

Speaker speaker_1: Okay.

Speaker speaker_0: It doesn't cover any sort of doctor's visits or hospital visits or anything like that for sickness or injury, and it does-

Speaker speaker_1: Okay.

Speaker speaker_0: ... not cover dental. It's not the plan that they automatically enroll you into. There are other plans available that would cover other things. Um, but no, as far as the automatic enrollment, while that does happen, it's not, it's not into dental and it doesn't cover, like, standard doctor's visits.

Speaker speaker_1: I'm with you. I'm with you. Um, so things are going good at this new place. Um, I'm expected to be hired on soonly, so I want... Or soon. That's not a word. But I want to, I guess, just make sure nothing's getting deducted for the moment, if that's possible.

Speaker speaker_0: Yeah. We can, we can just go ahead and opt you out of all en- en- uh, insurance enrollments.

Speaker speaker_1: Perfect. That's exactly what I'm looking for.

Speaker speaker_0: All right. We'll go ahead and set that up for you. Um, so you're opted out. Just be aware, uh, if you have not already received this text message, you may get a text message advising to get in contact with us regarding the automatic enrollment. But if you get-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that text message, um, you can just disregard it because you've already called us to opt out.

Speaker speaker_1: Okay. Can I do one more favor for you? Can I just update my cell phone number to another number?

Speaker speaker_0: Uh, yeah. What's the new number?

Speaker speaker_1: It's 513-999-4077.

Speaker speaker_0: All right. That has been updated. Anything else?

Speaker speaker_1: Cool. Hey, man. No, that's it, man. I appreciate you.

Speaker speaker_0: No problem. Thanks again for calling and you have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye now.

Speaker speaker_1: Bye.