

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, Chris. Um, I'd like to sign up for insurance, please. Okay, what staffing company do you work with? Um, I work with Surge. And the last four of your Social? 8988. Thank you. And your first and last name? My name is Damon Swift. Thank you. Hi, Mr. Swift. How are you today? I'm doing all right, sir, and yourself? I'm good. It's very cold and snowy here. I don't know where you live. Uh, South Carolina. It was cold and snowy a couple d-... uh, maybe last week, but it's, it's no longer snowy. It's still cold. Oh, it just, it just dumped, like, two inches of snow on us. I'm in Ohio by the way. Oh, and my address is 105 Sams Drive in Hebron, Ohio 43025 and my birthday is 12/28/1974. Thank you. And then we have a phone on file 740-975-8381? Yes. All right. All right, and did you have an idea of what you wanted to enroll in to, sir? Um, I, I kinda just looked over everything and I think I'm gonna go with their Standard. The VIP Standard Plan? Yes. Yes, yes. All right, anything else? Um, now, does the vision and dental in that... I want vision and dental as well. Uh, yeah, those are considered additional benefits, add-ons, um, so yeah. Okay. They're, they're not included with Standard. Okay, let's do that and it's just for me. Okay. So VIP Standard Dental and Vision, um, employee only. Anything else? Um, now, the, uh... just a question before I say yes. Um, the VIP Standard, that is with the pre- uh, prescription of the 10, 30, 50 or whatever? Uh, yeah, the 10, 20 dol-... 10, 20 and 30 co-pay? Yeah. Yeah, that's cool. Yeah, that's what I want. All right, so total between these three plans is \$23.95 per week. Do we authorize Surge to make these deductions? Yes. All right, it'll take about a week or two for everything to process. Once processing's complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when policies become effective. ID cards will ar- will arrive about a week or two after that effective date, okay? Okay. Um, just to let you know, I just... I'm only on day two. So my first paycheck isn't until ... excuse me. Oh, goodness. Um, until the 24th. Is that a problem? No, because this, this is regardless of when your first paycheck is. Um, it's, it's based off of a... that processing period and then whenever Surge starts taking those deductions. Okay. And, um, now the, um, the plan, does it... let's say, I went to the doctor yesterday. Will it cover the doctor yesterday, like, all through January or does it start today? No, it, it is, it is effective, yeah, it is effective the Monday following the first deduction, starting that day moving forward. It is not retroactive. Okay, cool. Okay. That was just a quick question 'cause I did go to the doctor yesterday. But I, I, I, I've been paying Cobra which has been like \$700 a month, um, and I didn't wanna do that anymore. So I... Cobra will take care of that, but I was just curious on, um, if this was gonna do the same thing, so. That's perfect. All right. Great. Anything else? Nope. Um, I appreciate you and I hope you have a great day. Keep warm. Trying my best, sir. Thanks again for calling and you have a wonderful day yourself. Bye-bye. Bye, now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I'd like to sign up for insurance, please.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: Um, I work with Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8988.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: My name is Damon Swift.

Speaker speaker_1: Thank you. Hi, Mr. Swift.

Speaker speaker_2: How are you today?

Speaker speaker_1: I'm doing all right, sir, and yourself?

Speaker speaker_2: I'm good. It's very cold and snowy here. I don't know where you live.

Speaker speaker_1: Uh, South Carolina. It was cold and snowy a couple d-... uh, maybe last week, but it's, it's no longer snowy. It's still cold.

Speaker speaker_2: Oh, it just, it just dumped, like, two inches of snow on us. I'm in Ohio by the way. Oh, and my address is 105 Sams Drive in Hebron, Ohio 43025 and my birthday is 12/28/1974.

Speaker speaker_1: Thank you. And then we have a phone on file 740-975-8381?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. All right, and did you have an idea of what you wanted to enroll in to, sir?

Speaker speaker_2: Um, I, I kinda just looked over everything and I think I'm gonna go with their Standard.

Speaker speaker_1: The VIP Standard Plan?

Speaker speaker_2: Yes. Yes, yes.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: Um, now, does the vision and dental in that... I want vision and dental as well.

Speaker speaker_1: Uh, yeah, those are considered additional benefits, add-ons, um, so yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: They're, they're not included with Standard.

Speaker speaker_2: Okay, let's do that and it's just for me.

Speaker speaker_1: Okay. So VIP Standard Dental and Vision, um, employee only. Anything else?

Speaker speaker_2: Um, now, the, uh... just a question before I say yes. Um, the VIP Standard, that is with the pre- uh, prescription of the 10, 30, 50 or whatever?

Speaker speaker_1: Uh, yeah, the 10, 20 dol-... 10, 20 and 30 co-pay?

Speaker speaker_2: Yeah. Yeah, that's cool. Yeah, that's what I want.

Speaker speaker_1: All right, so total between these three plans is \$23.95 per week. Do we authorize Surge to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, it'll take about a week or two for everything to process. Once processing's complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when policies become effective. ID cards will arrive about a week or two after that effective date, okay?

Speaker speaker_2: Okay. Um, just to let you know, I just... I'm only on day two. So my first paycheck isn't until ... excuse me. Oh, goodness. Um, until the 24th. Is that a problem?

Speaker speaker_1: No, because this, this is regardless of when your first paycheck is. Um, it's, it's based off of a... that processing period and then whenever Surge starts taking those deductions.

Speaker speaker_2: Okay. And, um, now the, um, the plan, does it... let's say, I went to the doctor yesterday. Will it cover the doctor yesterday, like, all through January or does it start today?

Speaker speaker_1: No, it, it is, it is effective, yeah, it is effective the Monday following the first deduction, starting that day moving forward. It is not retroactive.

Speaker speaker_2: Okay, cool. Okay. That was just a quick question 'cause I did go to the doctor yesterday. But I, I, I, I've been paying Cobra which has been like \$700 a month, um, and I didn't wanna do that anymore. So I... Cobra will take care of that, but I was just curious on, um, if this was gonna do the same thing, so. That's perfect.

Speaker speaker_1: All right. Great. Anything else?

Speaker speaker_2: Nope. Um, I appreciate you and I hope you have a great day. Keep warm.

Speaker speaker_1: Trying my best, sir. Thanks again for calling and you have a wonderful day yourself.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye, now.