

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yes. My name is Martha Rodriguez and, uh, I got a text message about, uh, I guess it's a medical card. Uh, I went through a Surge Staffing. Okay. Yeah. So we're the healthcare administrators for Surge Staffing. Surge does auto-enroll their members into a preventative plan. Um, and they do offer different medical plans for their employees. It's totally optional if you wanna enroll or not, but if you're not interested in being enrolled, I could go ahead and opt you out before they start making those weekly deductions for that particular plan. Um, but they offer that one and different ones as well and they do give you 30 days from the day that you get your first check to enroll into any healthcare benefits. Uh-huh. Okay, and, and, how much is it? Um, so we do administrate different agencies around the nation, so to give you prices, I would have to get in your file. Oh. Okay. Well, no, it's okay. Um, uh, I'll pass on that. If you could go ahead and opt me out please. Okay. Um, so you're with Surge. And then what is the last four of your Social? Uh, 5319. Okay. And then what's your first and last name? Martha Rodriguez. Okay. For security purposes, I do need you to verify your full address as well as your date of birth. Uh, 4026 Palacios Avenue, Dallas, Texas 75212. And then my date of birth is, uh, 8/31/1976. Thank you. Is your phone number still 214-607-6361? Yes, it is. And I have martha1deep86@gmail.com. Is that up to date? Uh-huh. Yes. Okay. And then you said you wanted to opt out from the auto-enrollment. Is that correct? Uh-huh. Yes. Okay. I went ahead and opted you out. Did you have any more questions for me? Uh, no. That's it. Thank you. You're welcome. Have a nice day. Oh. Oh, wait, wait, wait, wait. Who, who does the, the, the auto-pay, like, uh, for my pay check? I'm sorry, like the auto-enrollment? Uh-huh. For the, uh, so I can get paid. Uh, so my pay check can go straight to my bank. I'm sorry. Oh, okay. So we're just the healthcare administrators. Um, we don't work with Surge. Okay. Okay. We just administrate their benefits. So that, you would have to speak to Surge about that. Okay. All right. Thank you. You're welcome. Have a nice day, ma'am. 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: Oh.

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Yes. My name is Martha Rodriguez and, uh, I got a text message about, uh, I guess it's a medical card. Uh, I went through a Surge Staffing.

Speaker speaker_2: Okay. Yeah. So we're the healthcare administrators for Surge Staffing. Surge does auto-enroll their members into a preventative plan. Um, and they do offer different medical plans for their employees. It's totally optional if you wanna enroll or not, but if you're not interested in being enrolled, I could go ahead and opt you out before they start making those weekly deductions for that particular plan. Um, but they offer that one and different ones as well and they do give you 30 days from the day that you get your first check to enroll into any healthcare benefits.

Speaker speaker_1: Uh-huh. Okay, and, and, how much is it?

Speaker speaker_2: Um, so we do administrate different agencies around the nation, so to give you prices, I would have to get in your file.

Speaker speaker_1: Oh. Okay. Well, no, it's okay. Um, uh, I'll pass on that. If you could go ahead and opt me out please.

Speaker speaker_2: Okay. Um, so you're with Surge. And then what is the last four of your Social?

Speaker speaker_1: Uh, 5319.

Speaker speaker_2: Okay. And then what's your first and last name?

Speaker speaker_1: Martha Rodriguez.

Speaker speaker_2: Okay. For security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker_1: Uh, 4026 Palacios Avenue, Dallas, Texas 75212. And then my date of birth is, uh, 8/31/1976.

Speaker speaker_2: Thank you. Is your phone number still 214-607-6361?

Speaker speaker_1: Yes, it is.

Speaker speaker_2: And I have martha1deep86@gmail.com. Is that up to date?

Speaker speaker_1: Uh-huh. Yes.

Speaker speaker_2: Okay. And then you said you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Uh-huh. Yes.

Speaker speaker_2: Okay. I went ahead and opted you out. Did you have any more questions for me?

Speaker speaker_1: Uh, no. That's it. Thank you.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_1: Oh. Oh, wait, wait, wait, wait. Who, who does the, the, the auto-pay, like, uh, for my pay check?

Speaker speaker_2: I'm sorry, like the auto-enrollment?

Speaker speaker_1: Uh-huh. For the, uh, so I can get paid. Uh, so my pay check can go straight to my bank. I'm sorry.

Speaker speaker_2: Oh, okay. So we're just the healthcare administrators. Um, we don't work with Surge.

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: We just administrate their benefits. So that, you would have to speak to Surge about that.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_2: You're welcome. Have a nice day, ma'am.

Speaker speaker_1: All right. You too. Bye-bye.