

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today? Hey, how you doing. Um, I work with Surge And I was calling to see, uh, about the benefits that you all have and offer. Sure thing, sir. Surge offers them, we don't own any of them. What are the last four of your social? Nine, nine, four, five. And what is the last name? Johnson. Let's see. Johnson or Jackson? I'm sorry. No, Johnson. J-A-H-N-S-O-N. Did you just start it with them? Yes. So we don't have an account for you yet. They haven't sent it over. I can speak with you in regards to the benefits but I wouldn't be able to process any enrollment today. Okay. If you did want to enroll and process it today, then we will need to make an account and for that, we will need the full social. So it's up to you at that moment. Okay. If you do not feel comfortable providing it on a recorded line, we can still go over the benefits and just wait to see when they'll give it to us, that information. Okay, that's fine. Okay. And what information were you looking for in regards to the benefits? Um, I was just trying to get more about it because I see, um, I just see a sign that say we have employee benefits included. So I was just wondering what did it come with. So there are PPO limited plans and they're all separately, so your policy really depends on which plans you select since they're all sold individually. Oh, they sell individually? Yes. So like dental, dental, uh, stuff like that, it would be sold individually? Yes, sir. So medical is by itself, dental is by itself, life insurance is by itself, vision is by itself and so on. Okay. Okay. That's all I wanted. Thank you. Of course. Um, keep in mind that Surge does have a company policy of auto-enrolling their new hires into a medical preventative care plan. In the event that you're looking to decline that rather than let them enroll you in it, just keep calling throughout the week to see when we do receive that benefit information from you. Okay, thank you. Of course. Have a great day and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, how you doing. Um, I work with Surge

Speaker speaker_2: And I was calling to see, uh, about the benefits that you all have and offer.

Speaker speaker_0: Sure thing, sir. Surge offers them, we don't own any of them. What are the last four of your social?

Speaker speaker_2: Nine, nine, four, five.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Johnson.

Speaker speaker_0: Let's see. Johnson or Jackson? I'm sorry.

Speaker speaker_1: No, Johnson. J-A-H-N-S-O-N.

Speaker speaker_0: Did you just start it with them?

Speaker speaker_1: Yes.

Speaker speaker_0: So we don't have an account for you yet. They haven't sent it over. I can speak with you in regards to the benefits but I wouldn't be able to process any enrollment today.

Speaker speaker_1: Okay.

Speaker speaker_0: If you did want to enroll and process it today, then we will need to make an account and for that, we will need the full social. So it's up to you at that moment.

Speaker speaker_1: Okay.

Speaker speaker_0: If you do not feel comfortable providing it on a recorded line, we can still go over the benefits and just wait to see when they'll give it to us, that information.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay. And what information were you looking for in regards to the benefits?

Speaker speaker_1: Um, I was just trying to get more about it because I see, um, I just see a sign that say we have employee benefits included. So I was just wondering what did it come with.

Speaker speaker_0: So there are PPO limited plans and they're all separately, so your policy really depends on which plans you select since they're all sold individually.

Speaker speaker_1: Oh, they sell individually?

Speaker speaker_0: Yes.

Speaker speaker_1: So like dental, dental, uh, stuff like that, it would be sold individually?

Speaker speaker_0: Yes, sir. So medical is by itself, dental is by itself, life insurance is by itself, vision is by itself and so on.

Speaker speaker_1: Okay. Okay. That's all I wanted. Thank you.

Speaker speaker_0: Of course. Um, keep in mind that Surge does have a company policy of auto-enrolling their new hires into a medical preventative care plan. In the event that you're looking to decline that rather than let them enroll you in it, just keep calling throughout the

week to see when we do receive that benefit information from you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Have a great day and thank you for your time today.

Speaker speaker_1: You too.