

## **Transcript: Francesca**

**Baez-6188156205350912-4759540359708672**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 1004. My name is Francesca. How can I assist you today? Uh, yes, ma'am. Uh, I've got a text message, like, not even an hour ago from, uh, I guess from Surge saying for me to give you all a call. Something about some insurance that I'm automatically enrolled in. I believe that's a text message in regards to your personal enrollment period, as well as them advising you of their company policy. They auto-enroll the new hires into a medical preventative care plan and our information is there so that you can either call us to decline or to enroll into different medical plans that they offer. Okay. Okay. How much? It depends on the plan. If you're asking how much the one that you will be auto-enrolled into, it is \$15.16. As far as how much it will be for you to have coverage with them, it all depends on whether or not you're putting a dependent as well as to which plans you're selecting since all of their benefits are separate, so each plan is individually charged. Okay. And that's 15 out of each check? Yes, sir. Okay. Yeah, um, is there any way we can cancel that? Uh... Oh. How- Sure thing, sir. So I'm able to process that declination, I just need to locate your account. What are the last four of your Social? Oh. Well, first let me ask this. Is it vision, dental and health insurance? No. No, sir. Like I said, all of the plans are separate. What I mean by that is exactly that. Vision, dental and health, like medical wise for your body, those are all three different services. There's different plans. So what you're getting enrolled into is a medical preventative care plan. What it will cover is, like, your physical annually, the screenings for your blood pressure, iron deficiency. Those vaccines are preventative, like the influenza or tetanus. It does come with a virtual package but it will not cover for you to see a doctor, like a doctor visit or a emergency room or surgery since it is only preventative. And it wouldn't cover vision or dental since it's a medical plan. Okay. Yeah. Let's cancel that. What are the last four of the Social? Um, 9368. And your last name, please? Rogers. R-O-G-E-R-S. For security purposes, can you please verify your mailing address and date of birth? Uh, mailing address is, uh, 529 Boxman Trail, Apartment D10, Pearl, Mississippi 39208. And my date of birth is 08/22/1995. We have that phone number reached to 601-926-0092. Same as the one you called on today? Yes. And lastly, we have your email down as lancerogers1995@gmail.com? Yes. And just for the purpose of this line being recorded, you have stated you would like to be opted out of auto enrollment for current benefits with Surge Staffing, correct? Yes. Okay. So you are declined. Their system could still send you more reminders since your personal enrollment period is still going on all the way to tw- December 28th. You can simply ignore them if you like. Okay. All right. And then that also applies to in the event that you would like to enroll into any insurance with them, you'll have 'til the 28th to do so. All right. Thank you. You're welcome. You're welcome. I hope you have a wonderful rest of your day. Was there anything else we can assist you with today? That's it. All right. Have a good one. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 1004. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yes, ma'am. Uh, I've got a text message, like, not even an hour ago from, uh, I guess from Surge saying for me to give you all a call. Something about some insurance that I'm automatically enrolled in.

Speaker speaker\_1: I believe that's a text message in regards to your personal enrollment period, as well as them advising you of their company policy. They auto-enroll the new hires into a medical preventative care plan and our information is there so that you can either call us to decline or to enroll into different medical plans that they offer.

Speaker speaker\_2: Okay. Okay. How much?

Speaker speaker\_1: It depends on the plan. If you're asking how much the one that you will be auto-enrolled into, it is \$15.16. As far as how much it will be for you to have coverage with them, it all depends on whether or not you're putting a dependent as well as to which plans you're selecting since all of their benefits are separate, so each plan is individually charged.

Speaker speaker\_2: Okay. And that's 15 out of each check?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Yeah, um, is there any way we can cancel that? Uh...

Speaker speaker\_1: Oh.

Speaker speaker\_2: How-

Speaker speaker\_1: Sure thing, sir. So I'm able to process that declination, I just need to locate your account. What are the last four of your Social?

Speaker speaker\_2: Oh. Well, first let me ask this. Is it vision, dental and health insurance?

Speaker speaker\_1: No. No, sir. Like I said, all of the plans are separate. What I mean by that is exactly that. Vision, dental and health, like medical wise for your body, those are all three different services. There's different plans. So what you're getting enrolled into is a medical preventative care plan. What it will cover is, like, your physical annually, the screenings for your blood pressure, iron deficiency. Those vaccines are preventative, like the influenza or tetanus. It does come with a virtual package but it will not cover for you to see a doctor, like a doctor visit or a emergency room or surgery since it is only preventative. And it wouldn't cover vision or dental since it's a medical plan.

Speaker speaker\_2: Okay. Yeah. Let's cancel that.

Speaker speaker\_1: What are the last four of the Social?

Speaker speaker\_2: Um, 9368.

Speaker speaker\_1: And your last name, please?

Speaker speaker\_2: Rogers. R-O-G-E-R-S.

Speaker speaker\_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_2: Uh, mailing address is, uh, 529 Boxman Trail, Apartment D10, Pearl, Mississippi 39208. And my date of birth is 08/22/1995.

Speaker speaker\_1: We have that phone number reached to 601-926-0092. Same as the one you called on today?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And lastly, we have your email down as lancerozers1995@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And just for the purpose of this line being recorded, you have stated you would like to be opted out of auto enrollment for current benefits with Surge Staffing, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So you are declined. Their system could still send you more reminders since your personal enrollment period is still going on all the way to tw- December 28th. You can simply ignore them if you like.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. And then that also applies to in the event that you would like to enroll into any insurance with them, you'll have 'til the 28th to do so.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. You're welcome. I hope you have a wonderful rest of your day. Was there anything else we can assist you with today?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All right. Have a good one.

Speaker speaker\_2: You too.