

Transcript: Justin

Mills-4685454175420416-5347428894818304

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Al. Okay. How can I help you today? Um, I was calling because I was informed on when to, uh, that I was supposed to cancel... my Benefit in a Card. Okay. What's the s- oh, what's the staffing agency you work for? Surge Staffing. And the last four of your Social? 9143. And what was your first and last name again? I have, uh, first name is Al. A as in apple, L as in llama. Last name Solis. S as in Sam, O as in Oscar, L as in llama, I as in igloo, S as in Sam. Okay. And for security purposes, can you verify your home address, including city, state and zip code? It's 200 Lawrenceville Street in, um, Norcross, Georgia, 30071. What was the city, one more time? Norcross. Norcross, okay. And confirm your date of birth? 10/02/'89. And a good telephone number have a 630-449-9751? Yes, sir. And the email I have is AFSolis1018@Gmail? Yes, sir. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? Uh, I just wanted to make sure, was I already allocated in the system? Um, yes. So you were already in the system. Um, you had a previous enrollment for 2024. That was enrolled in the COBRA, so that one actually canceled out, so I opted you out for 2025. What is the price in that if I were to... if the regular one? Um, so I do know that the auto m- the auto enrollment that Surge does is the MEC TeleRx, which covers preventative healthcare services only at \$16.80 per week. Okay. Uh, how long would I have and, uh, to sign up with you guys? Um, so you have 30 days from your first paycheck. So whenever you s- receive your first paycheck through Surge Staffing or that new assignment, um, 30 days from that date. Okay, and then I will... can call you guys about moving forward if I decide to? Yes, sir. And do you guys do just medical, or do you do dental as well? Uh, they offer dental, vision, uh, short-term disability, term life, stuff like that. I mean, I could email you a copy of a benefit guide if you wanted something to look over. That'd be awesome. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. That's the bet. I appreciate your time. You're welcome. You have a great day, Al, okay? All right, likewise. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. This is Al.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Um, I was calling because I was informed on when to, uh, that I was supposed to cancel... my Benefit in a Card.

Speaker speaker_0: Okay. What's the s- oh, what's the staffing agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9143.

Speaker speaker_0: And what was your first and last name again?

Speaker speaker_1: I have, uh, first name is Al. A as in apple, L as in llama. Last name Solis. S as in Sam, O as in Oscar, L as in llama, I as in igloo, S as in Sam.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: It's 200 Lawrenceville Street in, um, Norcross, Georgia, 30071.

Speaker speaker_0: What was the city, one more time?

Speaker speaker_1: Norcross.

Speaker speaker_0: Norcross, okay. And confirm your date of birth?

Speaker speaker_1: 10/02/'89.

Speaker speaker_0: And a good telephone number have a 630-449-9751?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is AFSolis1018@Gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker_1: Uh, I just wanted to make sure, was I already allocated in the system?

Speaker speaker_0: Um, yes. So you were already in the system. Um, you had a previous enrollment for 2024. That was enrolled in the COBRA, so that one actually canceled out, so I opted you out for 2025.

Speaker speaker_1: What is the price in that if I were to... if the regular one?

Speaker speaker_0: Um, so I do know that the auto m- the auto enrollment that Surge does is the MEC TeleRx, which covers preventative healthcare services only at \$16.80 per week.

Speaker speaker_1: Okay. Uh, how long would I have and, uh, to sign up with you guys?

Speaker speaker_0: Um, so you have 30 days from your first paycheck. So whenever you s- receive your first paycheck through Surge Staffing or that new assignment, um, 30 days from

that date.

Speaker speaker_1: Okay, and then I will... can call you guys about moving forward if I decide to?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And do you guys do just medical, or do you do dental as well?

Speaker speaker_0: Uh, they offer dental, vision, uh, short-term disability, term life, stuff like that. I mean, I could email you a copy of a benefit guide if you wanted something to look over.

Speaker speaker_1: That'd be awesome.

Speaker speaker_0: Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay. That's the bet. I appreciate your time.

Speaker speaker_0: You're welcome. You have a great day, Al, okay?

Speaker speaker_1: All right, likewise.

Speaker speaker_0: All right, bye-bye.