

Transcript: Justin

Mills-5773950602100736-5371905676066816

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, this is Avery Allen. I just got a email yesterday, uh, stating to, um, enroll in benefits , and I'm not really sure, like, how to do it. So, I was hoping you could guide me through to get my benefits. Yeah, let me... Yeah, let me check on that for you. What's that staffing agency you work for? Surge. And the last four of your social? 9663. Yep. No, and for security purposes, could you verify your home address, including city, state and zip code, Avery? It'll be 300 Sportsman Club Road, Booneville, Mississippi 38829. And confirm your date of birth. 11/10/2005. And a good telephone number have a 662-663-0176. Yes. And the email have aeallen12@iclub? Yes. Okay. Um, so let's see here. And what did you want to be enrolled into? Well, I don't really know, like, how it all works. Like, is there, like, different plans or...? Yeah, so I do know that Surge Staffing does offer three different medical plans. Um, one of them is the MEC Telix RX which covers all of your preventative healthcare services. So, like, physicals, diabetes screenings, vaccinations, stuff like that. \$16.80 per week. Then they offer two other medical plans. The VIP plans, which actually cover your hospital visits, doctor visits and medication coverage, um, ranging from \$17.63 to \$19.53. And then they do offer other things like dental, vision, short-term disability, term life, which is life insurance, group accident and then behavioral health. Yeah, let's do the best one because I do need vision and dental and all that. Okay, so the VIP Classic as well as dental and vision? Yeah. Okay. Anything else or just those three? Um, it does hospital visits too, you said? Yeah, hospitals, doctor's and medication coverage. Okay. Yeah, let's do that. Okay. So doing those three would make your total deductions \$25.85 per week. Do you authorize Surge Staffing to make that deduction for you? Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.85 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Avery, is there anything else I can assist you with today? No, sir, that'll be it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend. Okay? Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, this is Avery Allen. I just got a email yesterday, uh, stating to, um, enroll in benefits , and I'm not really sure, like, how to do it. So, I was hoping you could guide me through to get my benefits.

Speaker speaker_0: Yeah, let me... Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9663.

Speaker speaker_0: Yep. No, and for security purposes, could you verify your home address, including city, state and zip code, Avery?

Speaker speaker_1: It'll be 300 Sportsman Club Road, Booneville, Mississippi 38829.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/10/2005.

Speaker speaker_0: And a good telephone number have a 662-663-0176.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have aeallen12@iclub?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see here. And what did you want to be enrolled into?

Speaker speaker_1: Well, I don't really know, like, how it all works. Like, is there, like, different plans or...?

Speaker speaker_0: Yeah, so I do know that Surge Staffing does offer three different medical plans. Um, one of them is the MEC Telix RX which covers all of your preventative healthcare services. So, like, physicals, diabetes screenings, vaccinations, stuff like that. \$16.80 per week. Then they offer two other medical plans. The VIP plans, which actually cover your hospital visits, doctor visits and medication coverage, um, ranging from \$17.63 to \$19.53. And then they do offer other things like dental, vision, short-term disability, term life, which is life insurance, group accident and then behavioral health.

Speaker speaker_1: Yeah, let's do the best one because I do need vision and dental and all that.

Speaker speaker_0: Okay, so the VIP Classic as well as dental and vision?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Anything else or just those three?

Speaker speaker_1: Um, it does hospital visits too, you said?

Speaker speaker_0: Yeah, hospitals, doctor's and medication coverage.

Speaker speaker_1: Okay. Yeah, let's do that.

Speaker speaker_0: Okay. So doing those three would make your total deductions \$25.85 per week. Do you authorize Surge Staffing to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.85 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Avery, is there anything else I can assist you with today?

Speaker speaker_1: No, sir, that'll be it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend. Okay?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.