

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, my name is Jerry Calvert. I had some missed calls about, uh, me, me needing to get in touch with y'all to start my, uh, eligibility. Yeah, what's that staffing agency you work for? Uh, Surge Staffing. And the last four of your Social? 2557. And what was your first and last name? Jerry Calvert. Okay. And for security purposes, can you verify your home address, including city, state and ZIP code, Jerry? It's, uh, 204 Combe Street, Valley, Alabama, 36854. And your date of birth? May 21, 1978. And a good telephone number you have is 334-333-9114. Yes, sir. And the email you have is calvertjoey36854@gmail? Yes. Okay, so let's see here. Yes. So there was an outbound call to you regarding an eligibility review. Um, looks like you are eligible to enroll, so we can go ahead and get this process started for you. Um, quick question. Did you receive a benefit guide through Surge by any chance or no? Uh, yeah. I think it... I was emailed one that I had... Uh, I think I was emailed one, yes. But as far as the actual guide, I haven't got one. Okay. Um, so just to be on the safe side, I went ahead and emailed you another copy. Um, email that you should look out for is coming from info@benefitsinacard.com, okay? Okay. Okay. Now did you have an idea of what you wanted to be enrolled into, or did you want to take some time to look over it? Uh, I need vision, dental and medical for me and my wife. Okay. Vision, medical, dental. Vision... Okay, and which medical plan, because they do offer three of them. Um, one of them just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that, \$21.70 per week. And then two others, uh, the VIP Standard, which covers hospitals, doctors and medications, same as the Classic, hospitals, doctors and medications. Um, they range from \$33.46 to \$37.95 for employee plus spouse. Okay, which one of the two, because I need... Me and my wife need to have our medications covered. Um, so both VIP plans does cover hospitals, doctors and medications, so they do have medication coverage. All right, let me get that one. So the Standard or the Classic? Uh, I guess the Classic. Okay. Yeah, we, we need to be able to do our doctor's visits, our, uh, our, uh, medicines and hospital visits, so... Yes, sir. So the VIP plans do cover those three things, hospitals, doctors and medications. All right. Okay, so dental and vision as well? Yes. Okay, anything else, or just those three? Just those three. Okay, so doing those three would make your total deductions \$50.32 per week, be authorized Surge Staffing to make that deduction for you. Okay. Okay, so I'm going to go ahead and save that and add your spouse's information. What's your spouse's first name? Rhonda, R-h-o-n-d-a, Calvert. And do you have her Social by any chance? Yes, it's, uh, 420-25-5445. And her date of birth? 01/01/'79. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through, and whenever you witness your first payroll deduction of the \$50.32 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, Jerry, is there anything else I can assist you with today? With today's- No, sir, that'll be it. Awesome. Well, you have a wonderful day, okay? Y'all do the same. Thank you very much. Thank you. Bye-bye. 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: Uh, yes, my name is Jerry Calvert. I had some missed calls about, uh, me, me needing to get in touch with y'all to start my, uh, eligibility.

Speaker speaker_0: Yeah, what's that staffing agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2557.

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

Speaker speaker_1: Jerry Calvert.

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

Speaker speaker_1: It's, uh, 204 Combe Street, Valley, Alabama, 36854.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 21, 1978.

Speaker speaker_0: And a good telephone number you have is 334-333-9114.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email you have is calvertjoey36854@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Yes. So there was an outbound call to you regarding an eligibility review. Um, looks like you are eligible to enroll, so we can go ahead and get this process started for you. Um, quick question. Did you receive a benefit guide through Surge by any chance or no?

Speaker speaker_1: Uh, yeah. I think it... I was emailed one that I had... Uh, I think I was emailed one, yes. But as far as the actual guide, I haven't got one.

Speaker speaker_0: Okay. Um, so just to be on the safe side, I went ahead and emailed you another copy. Um, email that you should look out for is coming from info@benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Now did you have an idea of what you wanted to be enrolled into, or did you want to take some time to look over it?

Speaker speaker_1: Uh, I need vision, dental and medical for me and my wife.

Speaker speaker_0: Okay. Vision, medical, dental. Vision... Okay, and which medical plan, because they do offer three of them. Um, one of them just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that, \$21.70 per week. And then two others, uh, the VIP Standard, which covers hospitals, doctors and medications, same as the Classic, hospitals, doctors and medications. Um, they range from \$33.46 to \$37.95 for employee plus spouse.

Speaker speaker_1: Okay, which one of the two, because I need... Me and my wife need to have our medications covered.

Speaker speaker_0: Um, so both VIP plans does cover hospitals, doctors and medications, so they do have medication coverage.

Speaker speaker_1: All right, let me get that one.

Speaker speaker_0: So the Standard or the Classic?

Speaker speaker_1: Uh, I guess the Classic.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, we, we need to be able to do our doctor's visits, our, uh, our, uh, medicines and hospital visits, so...

Speaker speaker_0: Yes, sir. So the VIP plans do cover those three things, hospitals, doctors and medications.

Speaker speaker_1: All right.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, anything else, or just those three?

Speaker speaker_1: Just those three.

Speaker speaker_0: Okay, so doing those three would make your total deductions \$50.32 per week, be authorized Surge Staffing to make that deduction for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so I'm going to go ahead and save that and add your spouse's information. What's your spouse's first name?

Speaker speaker_1: Rhonda, R-h-o-n-d-a, Calvert.

Speaker speaker_0: And do you have her Social by any chance?

Speaker speaker_1: Yes, it's, uh, 420-25-5445.

Speaker speaker_0: And her date of birth?

Speaker speaker_1: 01/01/'79.

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, and whenever you witness your first payroll deduction of the \$50.32 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, Jerry, is there anything else I can assist you with today? With today's-

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

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Y'all do the same. Thank you very much.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: All right. Bye-bye.