

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes, my name is David Keys. I got a text message from the, uh, company that I work with, Surge, to- Mm-hmm. ... this number, so I'm just calling to see what it's about. What, what was your first name? First name is David, sir. David? Sir, David. D-A-V-I-D, sir. Last four of your Social? Uh, 6281. Thank you. For security purposes, can you verify your address and date of birth for me? Yes. It'll be 3010 National Parkway East, uh, Apartment 1109. And my date, I mean, date of birth is 11-30-79, sir. Thank you. And then the city, state, zip code? Uh, city, state, and zip code would be Houston, Texas. It would be Seabrook, 77586, sir. Thank you. All right. So, so that text is, is to let you know, is congratulating you on the job with Surge and letting you know that you have 30 days to get enrolled into the health insurance offered through Surge or decline the coverage where you'll be auto-enrolled into the, the health insurance that they have to offer. Okay. Well, yeah, I'm going to get enrolled into it because Lord knows I need it. Right. So what type of coverage were you look- , were you interested in? Just the basic coverage right now, you know what I'm saying, would be fine, sir. So they offer you medical; free Rx; virtual care; dental; short-term disability; life insurance; vision; critical illness group; accident; preventative care; and behavior health. How about medical and dental? All right. That sounds good. So the medical, they offer you, they offer you two different plans: the VIP Standard and the VIP Classic. The standard is \$17.16, I mean \$17.63. And the classic is \$19.53. They both cover doctors, hospitals, and prescriptions. The only difference is the classic covers a little bit more than the standard. Okay. And, uh, what about the dental? There's only one dental plan. It's \$4.17. Okay. So can I get the classic with the dental, please? Yes, sir. Was there anything else that you're interested in? No, sir. That right there will complete it. All right. So with those two selected, your total will be \$23.70. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. I do. Marvelous. Thank you. All right. So the enrollment process does take one to two weeks. Once you see our first deduction- No question. ... from your paycheck and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from that activation date. All right. Good deal. All right. And then if you wanted a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email. I would absolutely do that. All right. Well, was there anything else I could help you with today, Mr. Keys? Uh, thank you very much, sir. No problem. Thanks for calling Benefits in the Card. I hope you have a good night, man. You know it.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Um, yes, my name is David Keys. I got a text message from the, uh, company that I work with, Surge, to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... this number, so I'm just calling to see what it's about.

Speaker speaker_1: What, what was your first name?

Speaker speaker_2: First name is David, sir.

Speaker speaker_1: David?

Speaker speaker_2: Sir, David. D-A-V-I-D, sir.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: Uh, 6281.

Speaker speaker_1: Thank you. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. It'll be 3010 National Parkway East, uh, Apartment 1109. And my date, I mean, date of birth is 11-30-79, sir.

Speaker speaker_1: Thank you. And then the city, state, zip code?

Speaker speaker_2: Uh, city, state, and zip code would be Houston, Texas. It would be Seabrook, 77586, sir.

Speaker speaker_1: Thank you. All right. So, so that text is, is to let you know, is congratulating you on the job with Surge and letting you know that you have 30 days to get enrolled into the health insurance offered through Surge or decline the coverage where you'll be auto-enrolled into the, the health insurance that they have to offer.

Speaker speaker_2: Okay. Well, yeah, I'm going to get enrolled into it because Lord knows I need it.

Speaker speaker_1: Right. So what type of coverage were you look- , were you interested in?

Speaker speaker_2: Just the basic coverage right now, you know what I'm saying, would be fine, sir.

Speaker speaker_1: So they offer you medical; free Rx; virtual care; dental; short-term disability; life insurance; vision; critical illness group; accident; preventative care; and behavior health.

Speaker speaker_2: How about medical and dental?

Speaker speaker_1: All right.

Speaker speaker_2: That sounds good.

Speaker speaker_1: So the medical, they offer you, they offer you two different plans: the VIP Standard and the VIP Classic. The standard is \$17.16, I mean \$17.63. And the classic is \$19.53. They both cover doctors, hospitals, and prescriptions. The only difference is the classic covers a little bit more than the standard.

Speaker speaker_2: Okay. And, uh, what about the dental?

Speaker speaker_1: There's only one dental plan. It's \$4.17.

Speaker speaker_2: Okay. So can I get the classic with the dental, please?

Speaker speaker_1: Yes, sir. Was there anything else that you're interested in?

Speaker speaker_2: No, sir. That right there will complete it.

Speaker speaker_1: All right. So with those two selected, your total will be \$23.70. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes, sir. I do. Marvelous.

Speaker speaker_1: Thank you. All right. So the enrollment process does take one to two weeks. Once you see our first deduction-

Speaker speaker_2: No question.

Speaker speaker_1: ... from your paycheck and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from that activation date.

Speaker speaker_2: All right. Good deal.

Speaker speaker_1: All right. And then if you wanted a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: I would absolutely do that.

Speaker speaker_1: All right. Well, was there anything else I could help you with today, Mr. Keys?

Speaker speaker_2: Uh, thank you very much, sir.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a good night, man.

Speaker speaker_2: You know it.