

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Well, hey, Pearl. It's Tracy again with APL. I must have a hotline to you today. I have another member on the line who's got a question on premium and he doesn't have a policy with APL. He's with Surge Staffing and he says his name is Timmy Wallace. Okay. I'll go ahead and get that t- him taken care of. You can put him through. Perfect. Thanks, Pearl, and still, I hope you have a great day and a happy New Year. You as well. And at this rate, I may talk to you again today. Probably. All right, girl. Here he comes. Thank you. Yeah. Bye-bye. Hi, good afternoon. Is this Mr. Wallace? Yes, it is. Good morning. Hi. Miss Tracy from APL was telling me that you needed some information on your policy. Uh, yes, yes. Uh, I was... Well, one of the first ask, uh, question was, um, you know, how expensive it- is this, you know? You know, how much they're taking out on my check or... Okay. Let me take a look for you. What's the name of the staffing agency you work for? Uh, Surge. And the last four d- I'm sorry, I didn't catch that last part. The last four digits of your social. Oh, okay. 6362. All righty. Give me one moment. Mm-hmm. Right. You need to verify your address and date of birth. Oh, okay. Uh, date of birth is, uh, 10/22/62. And, uh, I live at 240 Sater Drive, Apartment 3, Lancaster, Ohio. Excuse me. All righty. And I have your phone number at 614-804-8262? Yes, ma'am. All righty. And I have your email address as p626wallace@yahoo.com? Oh. You said P6- uh, yeah. Yeah. I think that's it. All righty. And taking a look here, you do have the ME/C teleRx plan, which is \$15.16 a week. Oh, okay. Man, that's not bad. That's not bad at all. Let me see. Let me see the total of that per month is... What is that? Uh, 20... and then okay. Yeah. Okay. Um, I was gonna ask also, what all do you guys provide on that benefit package? So with that, with that plan, it's preventative health services. So, um, your immunizations, your annual physicals, some STD screenings, some cancer screenings, um, diabetes, blood pressure, those kinds of things. It doesn't cover actually going to the doctor or ER, it's just preventative health with that plan. Oh, okay. Uh, no dentist, nothing like that? No, sir. Oh, okay. Wow. I cannot get a plan that has dentist. How come they don't, nobody covers den- dentistry? Well, um- You know. Surge does offer a dental plan, but you have 30 days from the date of your first paycheck to enroll or you would have to do it during company open enrollment, which both have passed. Um, company open enrollment for Surge was in August, and then you're out of that 30-day period after your first paycheck. Oh, wow. Okay. Hmm. Man. Okay. Um, wow. I'm trying to get dental. So I'm probably gonna have to drop you guys, you know? Mm-hmm. Um, how do I go about doing that? Um, that would be with me as well. I can go ahead and get that done for you. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Oh, wow. Really? Two more deductions? Oh, oh, that's per week, those weeks- Yeah. ... deductions? So it'd be

two more weeks? Mm-hmm. Okay. Yeah. Okay, yeah, let's, let's go ahead and do that. You know? All righty. Then I went ahead and- Yeah, That's great. ... get that processed. They offer coverage. Yes. Okay, okay. But I'm glad they, they do offer coverage, you know, which they had, I already had insurance, but I thought maybe this one, if it may have had dental on it also, so I was gonna keep you guys and drop the other, you know, since I was already gonna have the other first, so thank you. No problem. Is there anything else I can assist you with? Uh, no, no, you're fine. You are fine. You, you, you are v- very professional. Very. Thank you. You have a great day and a happy holiday. Hey, you too, have a happy holiday. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_2: Well, hey, Pearl. It's Tracy again with APL. I must have a hotline to you today. I have another member on the line who's got a question on premium and he doesn't have a policy with APL. He's with Surge Staffing and he says his name is Timmy Wallace.

Speaker speaker_1: Okay. I'll go ahead and get that t- him taken care of. You can put him through.

Speaker speaker_2: Perfect. Thanks, Pearl, and still, I hope you have a great day and a happy New Year.

Speaker speaker_1: You as well.

Speaker speaker_2: And at this rate, I may talk to you again today.

Speaker speaker_1: Probably.

Speaker speaker_2: All right, girl. Here he comes. Thank you.

Speaker speaker_1: Yeah.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Hi, good afternoon. Is this Mr. Wallace?

Speaker speaker_3: Yes, it is. Good morning.

Speaker speaker_1: Hi. Miss Tracy from APL was telling me that you needed some information on your policy.

Speaker speaker_3: Uh, yes, yes. Uh, I was... Well, one of the first ask, uh, question was, um, you know, how expensive it- is this, you know? You know, how much they're taking out on my check or...

Speaker speaker_1: Okay. Let me take a look for you. What's the name of the staffing agency you work for?

Speaker speaker_3: Uh, Surge.

Speaker speaker_1: And the last four d-

Speaker speaker_3: I'm sorry, I didn't catch that last part.

Speaker speaker_1: The last four digits of your social.

Speaker speaker_3: Oh, okay. 6362.

Speaker speaker_1: All righty. Give me one moment.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Right. You need to verify your address and date of birth.

Speaker speaker_3: Oh, okay. Uh, date of birth is, uh, 10/22/62. And, uh, I live at 240 Sater Drive, Apartment 3, Lancaster, Ohio.

Speaker speaker_1: Excuse me. All righty. And I have your phone number at 614-804-8262?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: All righty. And I have your email address as p626wallace@yahoo.com?

Speaker speaker_3: Oh. You said P6- uh, yeah. Yeah. I think that's it.

Speaker speaker_1: All righty. And taking a look here, you do have the ME/C teleRx plan, which is \$15.16 a week.

Speaker speaker_3: Oh, okay. Man, that's not bad. That's not bad at all. Let me see. Let me see the total of that per month is... What is that? Uh, 20... and then okay. Yeah. Okay. Um, I was gonna ask also, what all do you guys provide on that benefit package?

Speaker speaker_1: So with that, with that plan, it's preventative health services. So, um, your immunizations, your annual physicals, some STD screenings, some cancer screenings, um, diabetes, blood pressure, those kinds of things. It doesn't cover actually going to the doctor or ER, it's just preventative health with that plan.

Speaker speaker_3: Oh, okay. Uh, no dentist, nothing like that?

Speaker speaker_1: No, sir.

Speaker speaker_3: Oh, okay. Wow. I cannot get a plan that has dentist. How come they don't, nobody covers den- dentistry?

Speaker speaker_1: Well, um-

Speaker speaker_3: You know.

Speaker speaker_1: Surge does offer a dental plan, but you have 30 days from the date of your first paycheck to enroll or you would have to do it during company open enrollment, which both have passed. Um, company open enrollment for Surge was in August, and then you're out of that 30-day period after your first paycheck.

Speaker speaker_3: Oh, wow. Okay. Hmm. Man. Okay. Um, wow. I'm trying to get dental. So I'm probably gonna have to drop you guys, you know?

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Um, how do I go about doing that?

Speaker speaker_1: Um, that would be with me as well. I can go ahead and get that done for you. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_3: Oh, wow. Really? Two more deductions? Oh, oh, that's per week, those weeks-

Speaker speaker_1: Yeah.

Speaker speaker_3: ... deductions? So it'd be two more weeks?

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Okay. Yeah. Okay, yeah, let's, let's go ahead and do that. You know?

Speaker speaker_1: All righty. Then I went ahead and-

Speaker speaker_3: Yeah,

Speaker speaker_0: That's great.

Speaker speaker_1: ... get that processed.

Speaker speaker_3: They offer coverage.

Speaker speaker_1: Yes.

Speaker speaker_3: Okay, okay. But I'm glad they, they do offer coverage, you know, which they had, I already had insurance, but I thought maybe this one, if it may have had dental on it also, so I was gonna keep you guys and drop the other, you know, since I was already gonna have the other first, so thank you.

Speaker speaker_1: No problem. Is there anything else I can assist you with?

Speaker speaker_3: Uh, no, no, you're fine. You are fine. You, you, you are v- very professional. Very.

Speaker speaker_1: Thank you. You have a great day and a happy holiday.

Speaker speaker_3: Hey, you too, have a happy holiday. Thank you. Bye-bye.