

Transcript: VICTORIA

Taylor-4609961781542912-6716868390469632

Full Transcript

Thank you for calling Benefits Center Card, this is Victoria, how can I help you? Yes, hi. I'm just calling to see what I have to do, um, about getting insurance, like vision and dental and stuff like that. Okay. What's the name of the agency you work for? Serge. And the last four of your Social? 3890. And your first and last name? Matteu, that's with two Ts. Tabbitt, spelled Ts in Tom, A, Bs in boy, As, Ts in Tom. Do you mind verifying your address and date of birth? Um, yes. I actually just moved though, but my, uh, I, I, so I'll have to give you my new address as well. Um, but my previous address was 204 Bain Avenue, Marion, Ohio, 43302. And your date of birth? 11-27-1983. Okay. And what is your new address? Three, 307 West Curtis Street, and that's in Mount Vernon, Ohio, 43050. And how do you spell the name of the street? Curtis, C-U-R-T-I-S. Oh, okay. So 307 West Curtis, and that's in Mount Vernon, Ohio, 43050? Correct. Phone number is 740-360-3052? Yes. Okay. And then email is going to be first and last name 7119 at gmail.com. Correct. Okay. Um, now are you a rehire with Surge? Yes. Okay. Does that- I have worked for Surge before in the past if that's what you're asking. Yes. So, I'm seeing multiple hire dates on your file. I'm gonna have to verify your eligibility with our eligibility department, so I won't be able to get you enrolled tonight. I'll probably have to follow up with you. Now, do you know specifically what you might wanna enroll into so I can make note of that? Um, for medical and vision and dental. Okay. Now, we offer multiple medical plans. Do you know what medical plan? I wouldn't even know where to begin, I'm sorry, hon. Uh, so how does that work? Um, so what I can do, because like I said, I'll have to follow up with you on the eligibility anyway, I can send you a copy of the benefits guide, and it will break down each medical plan that we offer, what they cover and how much they cost, so you can look over that. I, I think I have, believe I have, um, the guy at Surge today in the office printed out a big packet for me. I'm pretty sure this is what it is. Um, the plan benefit summaries, additional benefit options, stuff like that. Is this the right packet? Yeah. So the different medical plans we offer, there's the MEC TeleRx, there is the, um, VIP Standard, there's the VIP Classic, and then we also- Okay, yeah. ... have the Minimum Value plan. So there's four different medical plans to choose from. Okay. Yeah, so I got the packet in front of me here. I'd have to look over it and... So between the time of you checking my eligibility and getting back to me, I should be able to, that should be enough time for me to look over it and see which plan I would like. Okay. Um, yeah, so a follow-up typically takes about 24 to 48 business hours, but as soon as I get a response back on this, I will give you a call back. Now, another thing I just want to- Okay. ... make a note of, are you looking at getting coverage just for yourself? Yes. Or, just for yourself? I'm sorry. Yes, just for myself. Okay. All right, um, well, I'll make a note of that so far and then go ahead and reach out about your eligibility and give you a call back as soon as I can. Okay. Thank you very much. You're welcome. You have a wonderful day. You too. Thank you. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card, this is Victoria, how can I help you?

Speaker speaker_1: Yes, hi. I'm just calling to see what I have to do, um, about getting insurance, like vision and dental and stuff like that.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3890.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Matteu, that's with two Ts. Tabbitt, spelled Ts in Tom, A, Bs in boy, As, Ts in Tom.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, yes. I actually just moved though, but my, uh, I, I, so I'll have to give you my new address as well. Um, but my previous address was 204 Bain Avenue, Marion, Ohio, 43302.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11-27-1983.

Speaker speaker_0: Okay. And what is your new address?

Speaker speaker_1: Three, 307 West Curtis Street, and that's in Mount Vernon, Ohio, 43050.

Speaker speaker_0: And how do you spell the name of the street?

Speaker speaker_1: Curtis, C-U-R-T-I-S.

Speaker speaker_0: Oh, okay. So 307 West Curtis, and that's in Mount Vernon, Ohio, 43050?

Speaker speaker_1: Correct.

Speaker speaker_0: Phone number is 740-360-3052?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is going to be first and last name 7119 at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, now are you a rehire with Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Does that-

Speaker speaker_1: I have worked for Surge before in the past if that's what you're asking.

Speaker speaker_0: Yes. So, I'm seeing multiple hire dates on your file. I'm gonna have to verify your eligibility with our eligibility department, so I won't be able to get you enrolled tonight. I'll probably have to follow up with you. Now, do you know specifically what you might wanna enroll into so I can make note of that?

Speaker speaker_1: Um, for medical and vision and dental.

Speaker speaker_0: Okay. Now, we offer multiple medical plans. Do you know what medical plan?

Speaker speaker_1: I wouldn't even know where to begin, I'm sorry, hon. Uh, so how does that work?

Speaker speaker_0: Um, so what I can do, because like I said, I'll have to follow up with you on the eligibility anyway, I can send you a copy of the benefits guide, and it will break down each medical plan that we offer, what they cover and how much they cost, so you can look over that.

Speaker speaker_1: I, I think I have, believe I have, um, the guy at Surge today in the office printed out a big packet for me. I'm pretty sure this is what it is. Um, the plan benefit summaries, additional benefit options, stuff like that. Is this the right packet?

Speaker speaker_0: Yeah. So the different medical plans we offer, there's the MEC TeleRx, there is the, um, VIP Standard, there's the VIP Classic, and then we also-

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: ... have the Minimum Value plan. So there's four different medical plans to choose from.

Speaker speaker_1: Okay. Yeah, so I got the packet in front of me here. I'd have to look over it and... So between the time of you checking my eligibility and getting back to me, I should be able to, that should be enough time for me to look over it and see which plan I would like.

Speaker speaker_0: Okay. Um, yeah, so a follow-up typically takes about 24 to 48 business hours, but as soon as I get a response back on this, I will give you a call back. Now, another thing I just want to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... make a note of, are you looking at getting coverage just for yourself?

Speaker speaker_1: Yes.

Speaker speaker_0: Or, just for yourself? I'm sorry.

Speaker speaker_1: Yes, just for myself.

Speaker speaker_0: Okay. All right, um, well, I'll make a note of that so far and then go ahead and reach out about your eligibility and give you a call back as soon as I can.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye-bye.