

Transcript: VICTORIA

Taylor-4989497885900800-5577647351971840

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. Can I take your name? Uh, yes. Uh, my name is Eric Norfleet. I just signed up for Surge staffing to work and I'm calling to, uh, to tell you I don't need the insurance. Okay. Um, let me pull up your file so I can decline it. What is the, uh, last four of your Social? 4008. And do you mind verifying your address and date of birth? Um, my birthday is July 12th, 1969. And my, um, my address is 1810 Somerville Road, Phoenix City, Alabama 36867. Okay. It looks like I have 1207 South, uh, Seventh Street. Does that need to be updated? Yes, that needs to be updated now. Okay. So you said it's 1810, uh, Somerville Road? Yes. And Phoenix City. And did you say it was 36867? Correct. Okay. Phone number's 706-501-2018? No, different number. My phone number is 404-492-0392. Okay. And then email? The email is- N-O-F-L-E-E-T- 515@gmail.com. Yeah, that's what I have on here. Okay. Okay. Are you a rehire with them? Yeah, I just got, uh, rehired. Gotcha. So, I just wanna let you know that we have an existing court order on file and typically what happens, um, is if you have an existing court order on file and you get rehired with Surge, they will automatically enroll you into coverage on what that court order is requiring. And the only way we would be able to cancel or change that is if the issuing agency sends us a release form for it. Oh. So can I make it cheaper while I'm talking to you? Can I make the policy cheaper than... 'Cause they already got insurance and stuff, so can I make the policy cheaper- Yeah, there's noth- There's nothing I can... There's nothing I can do with this court order unless we receive a release form from them. Like I said, until we receive a release form, you're gonna be enrolled into what it requires. Sorry, do I have to be in? Just my kids, not me. I don't wanna be enrolled in. Well, we don't offer coverage for just kids. It's for either employees, employee plus children, employee plus spouse, or the employee plus family. So what I'm being covered for? Since I'm getting this so I don't have insurance, what I be covered for? So it looks like they would be requiring you to have medical, dental and vision. All right. Now how much that's gonna run me? Um, let me see if I can find that out. Like I said, you're not currently en- enrolled into it just yet 'cause we haven't even gotten your rehire information in our system. All right. But I know that they will do that enrollment because we never received a termination notice for it. So let me see. So it looks like \$65.59 a week. All right. Okey-dokey. And that's for all three of us? Um... I only see one dependent listed on this court order. Okay, okay. One dependent. All right, so just, it'll just be two of us, just me and her? Or just, they just paying for her then? They ain't just paying for me as if it's just her? It's for employee plus children. Yes, sir. And there's- Oh. ... one dependent listed on the court order. All right, so I gotta pay... That's \$65 for both of us then? Correct. That would be the coverage, the price for employee plus children. Okey-dokey. Thank you. You're welcome. You have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. Can I take your name?

Speaker speaker_1: Uh, yes. Uh, my name is Eric Norfleet. I just signed up for Surge staffing to work and I'm calling to, uh, to tell you I don't need the insurance.

Speaker speaker_0: Okay. Um, let me pull up your file so I can decline it. What is the, uh, last four of your Social?

Speaker speaker_1: 4008.

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

Speaker speaker_1: Um, my birthday is July 12th, 1969. And my, um, my address is 1810 Somerville Road, Phoenix City, Alabama 36867.

Speaker speaker_0: Okay. It looks like I have 1207 South, uh, Seventh Street. Does that need to be updated?

Speaker speaker_1: Yes, that needs to be updated now.

Speaker speaker_0: Okay. So you said it's 1810, uh, Somerville Road?

Speaker speaker_1: Yes.

Speaker speaker_0: And Phoenix City. And did you say it was 36867?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Phone number's 706-501-2018?

Speaker speaker_1: No, different number. My phone number is 404-492-0392.

Speaker speaker_0: Okay. And then email?

Speaker speaker_1: The email is-

Speaker speaker_0: N-O-F-L-E-E-T-

Speaker speaker_1: 515@gmail.com.

Speaker speaker_0: Yeah, that's what I have on here.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Are you a rehire with them?

Speaker speaker_1: Yeah, I just got, uh, rehired.

Speaker speaker_0: Gotcha. So, I just wanna let you know that we have an existing court order on file and typically what happens, um, is if you have an existing court order on file and you get rehired with Surge, they will automatically enroll you into coverage on what that court

order is requiring. And the only way we would be able to cancel or change that is if the issuing agency sends us a release form for it.

Speaker speaker_1: Oh. So can I make it cheaper while I'm talking to you? Can I make the policy cheaper than... 'Cause they already got insurance and stuff, so can I make the policy cheaper-

Speaker speaker_0: Yeah, there's noth- There's nothing I can... There's nothing I can do with this court order unless we receive a release form from them. Like I said, until we receive a release form, you're gonna be enrolled into what it requires.

Speaker speaker_1: Sorry, do I have to be in? Just my kids, not me. I don't wanna be enrolled in.

Speaker speaker_0: Well, we don't offer coverage for just kids. It's for either employees, employee plus children, employee plus spouse, or the employee plus family.

Speaker speaker_1: So what I'm being covered for? Since I'm getting this so I don't have insurance, what I be covered for?

Speaker speaker_0: So it looks like they would be requiring you to have medical, dental and vision.

Speaker speaker_1: All right. Now how much that's gonna run me?

Speaker speaker_0: Um, let me see if I can find that out. Like I said, you're not currently enrolled into it just yet 'cause we haven't even gotten your rehire information in our system.

Speaker speaker_1: All right.

Speaker speaker_0: But I know that they will do that enrollment because we never received a termination notice for it. So let me see. So it looks like \$65.59 a week.

Speaker speaker_1: All right. Okey-dokey. And that's for all three of us?

Speaker speaker_0: Um... I only see one dependent listed on this court order.

Speaker speaker_1: Okay, okay. One dependent. All right, so just, it'll just be two of us, just me and her? Or just, they just paying for her then? They ain't just paying for me as if it's just her?

Speaker speaker_0: It's for employee plus children. Yes, sir. And there's-

Speaker speaker_1: Oh.

Speaker speaker_0: ... one dependent listed on the court order.

Speaker speaker_1: All right, so I gotta pay... That's \$65 for both of us then?

Speaker speaker_0: Correct. That would be the coverage, the price for employee plus children.

Speaker speaker_1: Okey-dokey. Thank you.

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

Speaker speaker_1: You too.