

Transcript: VICTORIA

Taylor-6049005542621184-6638586155548672

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Um, did I put a call to somebody named Bic, B-I-C? Or I can talk to anybody? Yeah. Bic is... That's the... Like a, a short way to say the name of our company, Benefits and a Card. Okay. And what's the... What's the purpose that I gotta take from this n- this number? This... So what is it about? This is if you work here like a staffing or a temp agency. This is the medical insurance they offer. Oh, y- and you don't have to take, right? No, you don't have to take it. But I know some, some of the staffing agencies, uh, we work for many staffing agencies. Some of them will automatically enroll you into it, unless you opt out beforehand. Okay. Um, how much is it? D- do you know? It, it g- It just depends on the staffing agency. What's the name of the agency you work for? Surge. Okay. So they do automatically enroll members into the MEC TeleRX, which is \$16.80 a week. Uh-huh. And what... And what does that... What does that cover? So it's a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Um, it does also come with virtual urgent care, as well as FreeRx, which is like a prescription plan. Oh, okay. Mm-hmm. So are you wanting to opt out of that? Yes, please. Okay. Let me pull up your file so I can decline it. What's the last four of your social? 1008. And your first and last name? Ivena Oliver. Okay. Do you mind verifying your address and date of birth? 1508 Montgomery Highway, Greenboro, Alabama 36037 and 4281. Phone number 334-662-0131? Yes, ma'am. And then email is ivenaoliver@gmail.com? Yes, ma'am. All right. I will go ahead and decline it and you're good to go from here. All right. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, did I put a call to somebody named Bic, B-I-C? Or I can talk to anybody?

Speaker speaker_0: Yeah. Bic is... That's the... Like a, a short way to say the name of our company, Benefits and a Card.

Speaker speaker_1: Okay. And what's the... What's the purpose that I gotta take from this n- this number? This... So what is it about?

Speaker speaker_0: This is if you work here like a staffing or a temp agency. This is the medical insurance they offer.

Speaker speaker_1: Oh, y- and you don't have to take, right?

Speaker speaker_0: No, you don't have to take it. But I know some, some of the staffing agencies, uh, we work for many staffing agencies. Some of them will automatically enroll you into it, unless you opt out beforehand.

Speaker speaker_1: Okay. Um, how much is it? D- do you know?

Speaker speaker_0: It, it g- It just depends on the staffing agency. What's the name of the agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: Okay. So they do automatically enroll members into the MEC TeleRX, which is \$16.80 a week.

Speaker speaker_1: Uh-huh. And what... And what does that... What does that cover?

Speaker speaker_0: So it's a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Um, it does also come with virtual urgent care, as well as FreeRx, which is like a prescription plan.

Speaker speaker_1: Oh, okay. Mm-hmm.

Speaker speaker_0: So are you wanting to opt out of that?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. Let me pull up your file so I can decline it. What's the last four of your social?

Speaker speaker_1: 1008.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ivena Oliver.

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

Speaker speaker_1: 1508 Montgomery Highway, Greenboro, Alabama 36037 and 4281.

Speaker speaker_0: Phone number 334-662-0131?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is ivenaoliver@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I will go ahead and decline it and you're good to go from here.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you. Bye-bye.