

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Uh, hi, I was just wanted to, uh, call and set up insurance. There's... See how I go about doing that. Okay. What staffing company do you work with? Surge Staffing. And last four... And the last four of your Social? 8228. Thank you. And your first and last name, sir? David Bean. B as in boy, E-A-N. All right. Mr. Beans, could you verify your address and your date of birth for me, please? Uh... One second. 8710 West County Road, 300 North Scipio, Indiana, 47273. And the date of birth, sir? November 3rd, 1991. Thank you. I have a phone on file of 344-3552, is that correct? Yeah. All right. One moment. Okay, so looking at your file, it looks like, uh, you are outside of your eligibility window to enroll into any insurance plans at this time. Um, however, the automatic enrollment that Surge sets up for all new hires for the preventative care plan is currently processing, um, and spending at this time. Uh, so while you're not eligible to enroll into anything further, you, uh, if you want to keep that, you will have at least that preventative care coverage. Where- where does... Where does dental care fall under that? Uh, not covered. Oh, it doesn't? No. E- e- enrollment? Uh, so dental is only covered by the dental plan, which you're not eligible to enroll into at this time. Okay. All right, um, yeah, I'll probably give you a call back later. Thank you. No problem. Anything else?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you. Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, hi, I was just wanted to, uh, call and set up insurance. There's... See how I go about doing that.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Surge Staffing.

Speaker speaker\_1: And last four... And the last four of your Social?

Speaker speaker\_2: 8228.

Speaker speaker\_1: Thank you. And your first and last name, sir?

Speaker speaker\_2: David Bean. B as in boy, E-A-N.

Speaker speaker\_1: All right. Mr. Beans, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: Uh... One second. 8710 West County Road, 300 North Scipio, Indiana, 47273.

Speaker speaker\_1: And the date of birth, sir?

Speaker speaker\_2: November 3rd, 1991.

Speaker speaker\_1: Thank you. I have a phone on file of 344-3552, is that correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. One moment. Okay, so looking at your file, it looks like, uh, you are outside of your eligibility window to enroll into any insurance plans at this time. Um, however, the automatic enrollment that Surge sets up for all new hires for the preventative care plan is currently processing, um, and spending at this time. Uh, so while you're not eligible to enroll into anything further, you, uh, if you want to keep that, you will have at least that preventative care coverage.

Speaker speaker\_2: Where- where does... Where does dental care fall under that?

Speaker speaker\_1: Uh, not covered.

Speaker speaker\_2: Oh, it doesn't?

Speaker speaker\_1: No.

Speaker speaker\_2: E- e- enrollment?

Speaker speaker\_1: Uh, so dental is only covered by the dental plan, which you're not eligible to enroll into at this time.

Speaker speaker\_2: Okay. All right, um, yeah, I'll probably give you a call back later. Thank you.

Speaker speaker\_1: No problem. Anything else?